

Direct Wicker Return + Warranty

Oakland Living warrants this product against material defects for the time periods set forth below. Pursuant to this Limited Warranty, Oakland Living will, at its option: (i) repair the product using new or refurbished parts, (ii) replace the product with a new, refurbished, or similar product, or (iii) provide directions and/or materials to the customer to complete the repair themselves. Oakland Living reserves the right to use similar products as replacements if the claimed item SKU is unavailable. For purposes of this Limited Warranty, “refurbished” means a product or part that has been repaired to acceptable specifications, as defined by Oakland Living. In the event of a defective product, these are your exclusive remedies. If you received a damaged product, please contact your retailer to report shipping damage.

Instructions: For a period of one (1) year from the original date of product purchase (proof of purchase or receipt required), Oakland Living will provide warranty services described herein. Oakland Living will, at its sole discretion, determine the method of remedy. To obtain warranty service, please call or email the Oakland Living offices using the contact information below within the relevant warranty period. You must provide a receipt or proof of purchase showing the store name, purchase date, purchase order number, and product SKU/name. You will be asked to describe the defect and email photos as necessary to enable the customer service representative to determine the best remedy. Claims for missing parts must be received within 7 days of purchase. Oakland Living reserves the right to request photographs and/or return of the defective item(s) and/or other evidence relating to any claim as deemed necessary under any circumstances. Should the parts need to be repaired or replaced, you must deliver the product, freight prepaid, in either its original packaging, or packaging affording an equal degree of protection, to the address provided to you. It is your responsibility to ensure the packaging is sufficient to protect the product from damage during shipping and to arrange and pay for shipment. Products received with damage/defects beyond or different from what was initially disclosed due to inadequate packing or misleading descriptions will void the warranty and invalidate any prior agreement of repair or replacement at the sole discretion of Oakland Living. Any parts or products replaced under this Limited Warranty will become the property of Oakland Living.

Coverage: Oakland Living products are warranted against defects in material and workmanship for a period of 1 year from original purchase date. Damage resulting from improper assembly, exposure to water/moisture/humidity, and/or exposure to sub-freezing temperatures is not covered. Paint finish damage such as chips, scratches, and fading resulting from wear and tear and/or exposure to the elements are not covered. Scratching or abrading the paint surface voids warranty coverage. Fading and/or discoloration of fabric materials and cushions such as resulting from exposure to the elements, oils, lotions, spills, fluids, chemicals, water damage, or any other cause are not covered. Fading, chipping, pitting, or cracking can occur in natural stone products and these conditions are not covered. Glass tops and glass accessories are not covered against breakage.

Labor, parts, and materials for the products covered by the Limited Warranty will be provided to you free of charge. Oakland Living, at its sole discretion, will determine the method of shipment. Oakland Living will cover the cost of shipping via United States Postal Service, UPS Ground, or FedEx Ground to the contiguous 48 states of the United States. Other shipping costs, including but not limited to, faster shipping speeds, shipping to outside the contiguous 48 states of the U.S., or less-than-truckload (LTL), which is required for larger items, must be paid for by you. LTL shipment costs will be provided to you upon submission of your warranty claim and will aid Oakland Living in determining the most appropriate resolution.

This Limited Warranty covers only the physical components of the product. It does not cover any services such as delivery, damages caused during shipping, assembly or incorrect assembly of the product, and it does not cover any products sold “as is,” “close-out,” “final sale,” “display models,” “samples,” or similarly named products. The Limited Warranty is made to the original purchaser only, and is effective only if items are purchased new from an authorized dealer. This warranty is not transferable.

This Limited Warranty only covers product defects in materials during ordinary residential consumer use. The Limited Warranty does not cover product issues related to or caused by reasons including but not limited to: commercial use, contract, or any other non-residential use, custom orders, acts of God, acts of nature, acts of force majeure, misuse, abuse, improper assembly, breakage or damage caused by improper assembly including stripped holes, limitations of materials, modification of or to any part of the product, improper care, neglect or lack of proper care or maintenance (including without limitation as provided in any "product care guide" or similar information), care not in accordance with the product care guide, assembly or use not in accordance with instructions, vandalism, fire or other casualty, purchased or replacement parts, all plastic/rubber parts, rust or oxidation of hardware/knobs/handles, rust or oxidation of iron or steel materials, wear and tear, shipping damage, concealed damaged, or exposure to harsh weather or environment. Also excluded are loss of use or time, inconvenience, money, travel, packaging, or incidental, special, or consequential damages of any kind. In no event shall our responsibility exceed the purchase price of the item found to be other than as warranted.

Damage incurred during shipment is the responsibility of the carrier. Please inspect products at time of delivery to ensure no damage is present. Products that contain glass, stone, or other fragile or brittle components are not covered after delivery. Many Oakland Living products are made with care by hand or using natural materials. Variations may arise due to the nature of the products, including but not limited to: color or finish, small variations in the roughness or edges of cast products or metal products, or shape, placement, and color of stone products. Such variations are not considered defects and are not covered under this Limited Warranty.

Oakland Living products are designed for residential use only and are not designed for commercial use. Use in a commercial arena, in any manner, is at the customer's own risk and will void all product warranties and any legal liabilities that may arise.

Oakland Living shall not be liable for any incidental or consequential damages for breach of any express or implied warranty on this product.