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Warranty Details

Thank you for choosing Vita! The following limited warranty applies to physical goods purchased from Vita or authorized Vita retailers for the Warranty Period corresponding with the product type below.

Classic (White) Vinyl: 20 years

Embossed Vinyl & Urbana Vinyl: 10 years

Cedar & Mezza: 1 year

Pergola Louver Systems: 5 years Bolt-Down Brackets: 5 years

Pergola Canvas Weaves & Canopies: 2 years

Växa Planters: 2 years

What does this warranty cover?

This limited warranty covers any defects in material or workmanship under normal use and maintenance during the Warranty Period, which begins on the date of purchase. If products or parts are found to be defective due to faulty material or workmanship during the Warranty Period, Vita, at its sole discretion, will replace the damaged parts or product at no charge.

Who is covered under the warranty?

Only the original purchasing owner of the product can make a Warranty Claim. This warranty is not transferrable. Vita cannot guarantee products purchased secondhand or through third-party sellers. Proof of purchase may be requested if Vita is unable to verify your purchase in our records.

What does this warranty not cover?

This limited warranty does not cover any problem that is caused by:

- Failure to adhere to installation steps and materials required for proper installation as specified in the Assembly Guide,
- · Custom modifications,
- Adverse weather events,
- or any other conditions, malfunctions or damage not resulting from defects in material or workmanship.

Labour, installation, and any similar costs are excluded from coverage.

How do I submit a Warranty Claim?

To obtain warranty service, please contact Vita directly at hello@wearevita.com or 1-800-282-9346. Photos are required for us to determine the problem and the most appropriate solution.

