

# HIGREEN OUTDOOR WARRANTY .....

## 3-YEAR LIMITED WARRANTY

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- 1.We care about each customer's user experience. Please feel free to email us at Higreen-outdoor@outlook.com if you have any questions, such as missing parts, or defective parts in transit. We will offer good solutions to you ASAP.
- 2.All warranties apply to the original Higreen Outdoor customer only and begin from date of purchase. Proof of purchase is required with all claims. Please have any applicable receipts or photos ready when you contact us.

### **What is Covered:**

We warrant the Frame and Resin Weave to be free of manufacturing defects to the original purchaser for 3 years

For the spare and accessory parts,Higreen Outdoor will furnish a replacement component at no cost to you if it is determined to be defective within 1 year.

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### **What is Not Covered:**

It remains the customer's responsibility for freight and packaging charges to and from our service center. This warranty does not cover commercial use, hardware, acts of nature, fire, freezing and abusive use. In addition, purchased parts are not covered under this warranty. We reserve the right to make substitutions with similar merchandise, if the model in question is no longer in production. THIS IS A RESIDENTIAL WARRANTY ONLY AND THIS WARRANTY DOES NOT APPLY TO COMMERCIAL USE.