

1-Year Limited Warranty

Outdoor furniture coverage for normal residential use

Version: May 2026

Effective for eligible NICESOUL purchases unless a product page states otherwise.

TERM	WHO IS COVERED	USE TYPE
One (1) year from the original purchase date.	Original purchaser only. Non-transferable.	Normal residential outdoor use with proper care.

Coverage Snapshot

NICESOUL Furniture warrants eligible outdoor furniture purchased from NICESOUL or an authorized NICESOUL seller to be free from defects in materials and workmanship for one (1) year from the original date of purchase.

This Limited Warranty applies only to the original purchaser, is not transferable, and applies to normal residential use with proper assembly, care, storage, and maintenance.

Covered Product Families

- Outdoor rattan, wicker, open-weave, aluminum, metal, and egg chair furniture.
- Cushions, fabric covers, slipcovers, hardware, and accessories where sold by NICESOUL.
- Fire pit furniture frames, with burner and ignition systems excluded unless separately warranted.

2. What Is Covered

- Frames: structural failure caused by a qualifying defect in materials or workmanship under normal residential use.
- Wicker, rattan, rope, straps, and woven panels: separation, unraveling, or tearing caused by a qualifying manufacturing defect.
- Cushions, covers, and fabric components: seam separation, stitching defects, zipper malfunction, or fabric defects present under normal use and care.
- Finish: peeling, cracking, or blistering caused by a qualifying finish defect, excluding scratches, chips, abrasion, fading, or stains.
- Hardware and assembly components: missing or defective parts reported within the warranty period with proof of purchase.

3. What Is Not Covered

- Normal wear and tear, including gradual fading, color changes, cushion compression, stretching, weathering, minor finish variation, or texture changes from outdoor exposure.
- Damage from misuse, abuse, negligence, improper assembly, improper storage, lack of maintenance, overloading, commercial use, rental use, or use for a purpose other than ordinary residential outdoor furniture use.
- Damage from weather events or acts of nature, including wind, fire, flood, freezing, hail, salt air, storms, lightning, earthquakes, or extreme heat or cold.
- Scratches, chips, dents, stains, mold, mildew, corrosion, rust, chemical exposure, food or liquid spills, sunscreen, oils, cleaning products, pets, wildlife, vandalism, or accidents.
- Glass tabletops, fire pit burner systems, ignition components, propane tanks, electronic components, light bulbs, batteries, consumable parts, and third-party components except where a separate manufacturer warranty applies.
- Clearance, pre-owned, display, open-box, final-sale, or as-is items unless a separate written warranty is provided with that purchase.
- Freight damage, delivery damage, lost packages, installation labor, assembly labor, travel, packaging, return shipping, disposal, or other incidental costs.
- Products repaired, altered, or modified by anyone other than NICESOUL or a party authorized by NICESOUL.

4. Limits And Legal Rights

To the maximum extent permitted by applicable law, NICESOUL's responsibility under this Limited Warranty is limited to repair, replacement, or comparable substitution as described above, and will not exceed the original purchase price paid for the affected product.

To the maximum extent permitted by applicable law, NICESOUL is not responsible for incidental, consequential, special, indirect, or punitive damages, including loss of use, inconvenience, travel, labor, installation, removal, packaging, shipping, or other related expenses.

Some states do not allow limitations on how long an implied warranty lasts, or the exclusion or limitation of incidental or consequential damages, so the above limitations may not apply to you. This Limited Warranty gives you specific legal rights, and you may also have other rights that vary from state to state.

No person or entity is authorized to change this Limited Warranty or create any other warranty obligation for NICESOUL unless the change is in a written document signed by an authorized NICESOUL representative.

Contact NICESOUL Customer Support

Email support@nicesoulfurniture.com or call (626) 527-9660. Due to the time difference, our live phone support is available from 9:30 PM to 11:00 AM Eastern Time. If contacting us by email, please include proof of purchase, photos, and a short description of the issue.