

COAST

NEW ZEALAND · SINCE 2003

Everyday luxury. Guaranteed for life.

Our Guarantee & Warranty

We are so confident in the design and construction of our products that we offer a **lifetime warranty** against manufacturing defects. For our outdoor beanbags, Nimbus and cushions, we also offer a **5-year exterior guarantee**. They cost a little more, but the longevity of most other outdoor beanbags is measurable only by their half-life in a landfill.

Lifetime

Manufacturer's Warranty

Covers all COAST products against deterioration or damage attributable to manufacturing defects.

5 Years

Exterior Guarantee

Covers all Sunbrella beanbags, ottomans and throw cushions against fading and deterioration. Applies to the Sunbrella cover only, not the lining, frame or filling.

What is a manufacturing defect?

Any shortcoming or weakness in a product resulting from a departure from its design specifications during production, for example an unfinished seam or a defective zip slider. As a general rule, a manufacturing defect shows itself almost immediately, not after five years of use.

Sunbrella fabric warranty

Sunbrella fabrics purchased from Coast New Zealand are also covered by Sunbrella's limited warranty. Details at sunbrella.com/en-us/warranty.

Exclusions

All warranties and guarantees cover normal, reasonable use. The following exclusions apply:

Normal wear and tear

Normal scuffs, marks, creases, small tears and the like that come with use over time.

Accidents and misuse

Damage from burns, chemicals, prolonged exposure to hostile conditions, unreasonably rough handling, or jumping onto a beanbag from a great height.

Neglect

Deterioration or damage from a lack of reasonable care and maintenance. See our Product Care page for care instructions.

Salt water damage

Salt water and sea-spray won't usually damage our beanbags, but prolonged immersion may damage the metal zip sliders and ultimately compromise the fabric. Always rinse off salt water.

Repairs and replacements

For any damage or deterioration covered by our exterior guarantee or manufacturer's warranty, we will repair or replace the product free of charge. In all other cases we're happy to assess the damage and quote for repair or replacement. Most repairs can be completed quickly and at a very reasonable cost, and in many cases free of charge.

Warranty claims procedure

- 1 Contact us**
Get in touch if you believe damage or deterioration is covered.
- 2 Tell us the details**
Where and approximately when the product was purchased, by whom, and when and how the damage or defect occurred or became apparent.
- 3 Return for inspection**
In most cases we'll ask you to return the product for assessment.
- 4 We make it right**
If your claim is accepted, we will repair or replace the product free of charge, at our discretion. Otherwise we'll contact you with options for repair, replacement or return.

Questions about a claim?

Visit designconcepts.co.nz and our team will be happy to help.