

# Warranty

At Outdoor Armor, every cover is made to order using premium materials and commercial grade construction. Our warranty reflects the confidence we have in the quality of our work, while recognising that outdoor products are continuously exposed to sun, weather, moisture, and day to day use.

We stand behind the quality, fit, and performance of our covers, and aim to deal with any genuine issue fairly and efficiently.

## 5 Year Warranty

Outdoor Armor covers are backed by a **5 year warranty** from the date of delivery or installation.

This warranty applies to defects in workmanship, construction, and qualifying material performance under normal residential or commercial use.

## What is covered

Our warranty covers:

- Faults in stitching
- Failure of seams under normal use
- Defects in zips, fastenings, or other fitted components
- Construction faults that affect the fit or performance of the cover
- **Excessive or premature fading occurring within the 5 year warranty period**

If a problem arises due to the way the cover was made or because of abnormal material failure within the warranty period, we will inspect the issue and, where appropriate, repair or replace the affected item.

## Fading

Our covers are made using high performance outdoor fabrics chosen for durability, weather resistance, and long term outdoor use. These materials are designed to resist sun exposure and retain their appearance for as long as possible.

However, as with any outdoor product, some gradual colour change can occur over time depending on the environment and level of exposure. For this reason, the warranty covers **excessive or premature fading within 5 years**, rather than minor or natural ageing that would reasonably be expected from normal outdoor conditions.

## What is not covered

The warranty does not cover:

- Normal wear and tear
- Minor or gradual colour change caused by regular outdoor exposure over time
- Damage caused by extreme weather, storms, or exceptional environmental conditions
- Mildew, mould, or moisture related issues resulting from incorrect storage or lack of ventilation
- Sharp object damage, accidental tears, burns, or misuse
- Damage caused by improper handling, incorrect fitting, or unsecured covers in high winds
- Issues resulting from inaccurate measurements where these were supplied by the customer
- Cosmetic changes that do not affect the function or protection of the cover

## **Material performance**

We only use trusted performance fabrics selected for premium outdoor protection. Even so, lifespan and appearance can vary depending on conditions such as:

- Level of UV exposure
- Coastal and salt air environments
- Frequency of use
- Maintenance and storage
- Severity of local weather conditions

Natural ageing over time is part of the normal lifecycle of any outdoor cover and does not automatically indicate a fault.

## **Warranty claims**

If you believe there is an issue covered under warranty, please contact us with:

- Your name and order reference
- Clear photos showing the issue
- A short description of the problem
- The date the issue was first noticed

We may ask to inspect the cover before confirming the appropriate solution.

## **Our approach**

At Outdoor Armor, our goal is to provide covers that not only protect, but also look right and perform properly over time. If a genuine issue arises within the warranty period, we will assess it carefully and work toward a fair resolution.

For any questions regarding warranty, care, or expected material performance, please get in touch.