

Warranty Information

At Canaan Site Furnishings (“Canaan”), your satisfaction is of utmost importance to us. Every piece of Canaan furniture is designed and manufactured with functionality and sustainability. All of our products are held to the highest standard and warranted against materials and/or workmanship defects in accordance with our specifications. Canaan warrants our products as follows:

- Limited five (5) year warranty against any defects in material, finishings, parking racks, bollards, metal recycled plastic benches, ashtrays, picnic tables, planters, recycling containers and trash receptacles;
- Limited one (1) year warranty on finishing against peeling, chipping, or major fading on powder coated surfaces.

The above warranties commence on the date of invoice issued from Canaan. Should any failure occur within the warranty period specified above, Canaan shall, upon written notification within thirty (30) days of the failure, repair the part(s) either by repairing the defective part(s) or by supplying new part(s). Canaan shall not be responsible for the shipping cost incurred, nor providing labor or incurring the cost of labor to remove the defective part(s) and install the repaired or new part(s). All replacement parts shall be guaranteed for the balance of the original warranty period.

Exclusions and limitations

This warranty does not apply to damage resulting from misuse, accident, negligence, tampering, or that have been modified, altered or repaired by anyone other than Canaan. Following our installation and maintenance instructions will ensure that your products stand the test of time and of the elements.

In addition, no other warranty, oral, written or implied, may be substituted for the warranty stated above. To the extent permitted by law, Canaan shall not be liable for any incidental or consequential damages. All claims made under the terms of this warranty must be received in writing along with a copy of the original invoice.

Return Policy

Merchandise may be returned for refund or exchange if purchaser received damaged, defective, or the wrong item(s). The refund in the full amount of your order will be assessed the industry standard 25% restocking fee, and 10% Payment Processing Fee if applicable.

No claim shall be valid unless notice thereof, in writing, is received by Canaan within three (3) days after purchaser's receipt of merchandise. It is the purchaser's responsibility to inspect shipment at time of delivery and note any damage on the bill of lading or delivery receipt. Return, refund or exchanges will not be made on custom-made, used, modified, final sale or as-is items. Products must be returned in its original condition and packaging.

If you have any questions about your warranty, or whether a product can be returned, please contact our customer service representatives at 1-877-305-6638 or info@canaansf.com. In case of any dispute, Canaan reserves the right of final decision on the interpretation of above Terms and Conditions.