

Limited Warranty

Kanyon Poly warrants Kanyon Poly–manufactured furniture and included components, subject to the terms and exclusions on this page.

For customers & dealers (Save as PDF in your print dialog)

Coverage

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Residential

Commercial

Structural / Material Defects

Covers substantial defects in Kanyon Poly-built products under normal use. Labor not included.

Limited Lifetime

10 years

Termite & Fungal Decay

Covered components will not rot, splinter, decay, or suffer structural damage from termites or fungal decay under normal use.

Limited Lifetime

10 years

Stainless-Steel Components

Covers manufacturing defects that cause failure in normal use. Cosmetic changes and chemical/salt damage are not covered.

20 years

10 years

Color / Fade (UV)

Color change will remain within 5ΔE of the original manufactured color for 5 years.

5 years

5 years

Original owner only. This Limited Warranty applies only to the original retail purchaser and is not transferable.

Residential = personal/non-commercial use. Commercial includes hospitality, rentals, multi-user environments, and public spaces.

UV stability & color

Our recycled-plastic lumber includes UV stabilizers to help protect color and material integrity over time. Like most outdoor materials, long-term sun and heat cycles can cause gradual surface and color change.

Fade coverage: products will remain within **5ΔE** of the original manufactured color for **5 years**.

5ΔE visual reference

Drag to compare

Slide to compare the original image (left) vs. a 5ΔE reference image (right).

This is a visual aid only. Actual perception varies by lighting, texture, and environment.

What we do

If a covered component is confirmed defective, Canyon Poly will repair, replace, or refund the purchase price of the defective component(s) only. Labor and related costs are not included.

What's not covered

- Labor, removal, re-installation, freight/shipping, inspection, and contractor/engineer expenses.
- Normal wear (scratches, scuffs, surface marks).
- Cosmetic changes from outdoor exposure outside the fade terms.
- Damage from storms, fire, flooding, impacts, or ground/structure movement.
- Expansion/contraction and static electricity (inherent to polymer-based materials).
- Stainless-steel cosmetic conditions or damage from harsh cleaners, salt/chlorine, de-icers, or industrial fallout.
- Non-Canyon Poly components, accessories, or unauthorized modifications.

When coverage is void

- Abuse, misuse, negligence, vandalism, overloading, or failure to reasonably maintain/clean.
- Improper installation, handling, storage, fabrication, or service not performed properly or not in accordance with Canyon Poly guidance.
- Material alteration or modification without prior written approval from Canyon Poly.
- Chemical exposure beyond normal use (harsh cleaners, solvents, corrosives, de-icers, pollutants) that damages materials/finishes.
- The invoice containing the warranted product has not been paid in full.

How to file a claim

1. Submit within 30 days of discovering the issue. Do not repair before filing.
2. Include proof of purchase, clear photos, and a short written description (installer info if available).
3. Provide reasonable access for inspection and keep the product/component available for evaluation.

Email: contact@kanyonpoly.com

Phone: (785) 625-6611

Mail:

Canyon Poly — Warranty Claims
1023 Old Hwy 40 Bypass
Hays, KS 67601

Legal

This Limited Warranty is the exclusive warranty provided by Canyon Poly to the extent permitted by law. Some states do not allow certain limitations, so portions of these terms may not apply to you.

Liability is limited to the purchase price paid for the defective component(s), to the extent permitted by law. Canyon Poly is not liable for special, incidental, consequential, punitive, or economic damages to the extent permitted by law.

This Limited Warranty is extended solely to the original retail purchaser of the product and does not transfer to subsequent owners.

Suitability & code compliance: You (and your contractor/installer, if applicable) are responsible for determining product suitability for your specific application and verifying compliance with all applicable codes and safety requirements. Canyon Poly does not provide design/engineering review for your project.