



Possible Customer Q & A

Q: Can I leave my cushions outside or will they get ruined?

A: Everything we sell, including cushions, is made to go outside. If they get wet, they will dry.

Q: Is our line "maintenance free" like other people advertise?

A: Nothing is maintenance free. Like indoor furniture or anything else, you have to take care of your furniture to get its full life cycle

Q: Does it come in another color?

A: No, we just offer the line as shown.

Q: I have young kids and even though I love the Carmadelia set, I am afraid my kids will get injured if they hit and break the glass top table.

A: Glass top tables are, and have been very popular for outdoor living; Great value. If there is an accident (tornado, fallen tree branch, etc.) since the glass is tempered, it will break into many tiny pieces instead of long sharp shards of glass.

Q: Can I replace my sling in the future? Where do you get the matching fabric? How do they cut the new fabric to fit as well as the original sling?

A: It can be done by a professional technician/specialists but it is very difficult and expensive to do. It is more cost effective to buy a new chair, or set, in most cases.

Q: I never received the umbrella plug for my umbrella hole.

A: Did you look in the carton?

Q: If we ruin a seat cushion, can I get a new one?

A: Yes, we can order it for you. If it isn't a warranty claim, then there is a charge.

Q I live close to the ocean, what type of furniture do you suggest?

A: Resin wicker is best. If you have aluminum furniture, either Ashley's or another retailer, you must rinse off the salt every day. If you let the salt build-up, it will eat away at the paint finish.

Q: How long will a tank of propane gas last when using for my fire pit?

A: About 10 hours

Q: My fire pit won't start.

A: Did you make sure the battery was good? Is the air vent/screen on top of the burner clear from any covering, lava rock or stones?



Q: Do you sell furniture covers?

A: Yes, but online only.

Q: Can I put water in the cantilever umbrella base?

A: No, just sand.

Q: Can I cook food on the fire pit flame?

A: No

Q: Does Ashley's sectionals come with clips that hold the items together to avoid separating?

A: Yes

Q: How much sun can the umbrella block out?

A: It varies according to the density and the weave of the fabric, usually around 90%.

Q. Can I sit under the umbrella when it rains?

A: It is not a rain umbrella.

Q: Can I touch up my metal chairs if we scratch it?

A: Yes, find the closest match at a hardware store that sells Rustoleum