

1 Year Limited Warranty

This warranty is a limited warranty. Regular care and maintenance are required to maintain the warranty. Warranty is to the original purchaser when items are purchased from one of our authorized retailers and is not transferable. If a product fails and is under the terms of our limited warranty, the item will be replaced with a small fee when applicable. In the case of discontinued models, an item of similar quality and style will be offered to the customer.

- 1 Year Limited Frame Warranty:

Wood frames are warranted to be free from structural defects (i.e., broken frame) in material and workmanship. Wood frames require user maintenance and changes in the color of wood are normal and should be expected to occur over time as the natural material ages. Therefore, natural fading and changes in wood frames is not covered by this warranty. Components such as chair feet are meant to wear and tear, so they will not be considered as part of the frame.

- Finish, when applicable:

The finish is warranted against peeling, cracking, or blistering for a period of 1 year, provided the unit has not been scratched or abraded. Scratches and dents resulting from normal wear and tear are not covered.

- Fabric

Fabrics and cushions are warranted to be free from workmanship or material defects, which includes failures in stitching, zippers, sling rails, cording, buttons, cushion foam, or other areas of workmanship. The fabric and cushion will not be warranted if deterioration, discoloration, fading, etc., is due to exposure of chemicals, cleaning products, sun lotions, oil spills, improper maintenance process, or extreme heat.

Warranty Exclusions:

Furniture used for commercial, contractor or any non-residential purposes | clearance items, display models, or items purchased "as is" | failure caused by unreasonable or abusive use, freight damage, acts of nature, vandalism, fire, lack of proper care and maintenance, or improper assembly | exposure to severe weather includes, but not limited to, snowstorm, hail, heavy rainfall, flooding, hurricane, and extreme heat | accidental damage, repair, or modifications by customer | straps and fabric against fading or discoloration from improper and/or accidental exposure to elements, oil spills, fluids or chemicals | hardware against corrosion or rusting | buckling or splitting of tubing resulting from exposure to water and freezing temperatures.

Further excluded: normal wear and tear | loss of use or time | inconvenience, money, travel, packaging or any other consequential or incidental damages.

In no event shall the manufacturer's responsibility exceed the value of the product.

The warranty starts on the date of purchasing unless otherwise noted. However, we may consider for special circumstance.

For quality control purposes and verification, we need documents in support of your claim:

- Packing slip / Invoice
- Additional documents (Photos or video) of damaged/ defected/ missing part
- Item number and part code (can be found on assembly instruction)

Please include the above-mentioned documents as your claim **WILL NOT BE PROCESSED** until properly supported. **Retain all damaged goods until the claim is concluded**.

The terms of this warranty are subject to change without notice.