

Warranty

WHAT IS COVERED

This Outdoor Patio product has a limited residential domestic warranty from the date of the original retail purchase, that the product will be free from defects in material and workmanship and is valid for the original retail purchaser only, with the original sales receipt including purchase date, and is not transferable. In certain warranty claim cases, photographs and or visual inspection reports may be required. Should replacement of the warranted item(s) be unavailable, the manufacturer reserves the right to substitute items of our choice that are of similar style and quality. Warranty coverage period depends on the purchased item. This Warranty does not apply to any damage caused to the product as a result of the product being used in a commercial or industrial setting. The terms of this warranty are subject to change without notice.

Steel Frame – 1 Year: We warrant the frame to be free of manufacturing and workmanship defects to the original purchaser for one year. If the steel frame fails structurally within one year from the original date of purchase, the manufacturer will replace the frame in the original finish and style whenever possible at no charge to the original purchaser.

Fabric – 1 Year: If fabric on a cushion or sling on the product separates within one year from the original date of purchase, the manufacturer will replace the fabric in the original color and pattern whenever possible at no charge to the original purchaser with proof of purchase. The replacement shall be on the individual item or items not on the complete collection or setting. Any installation charges are the sole responsibility of the original purchaser. Fading, and/or discolorations due to exposure to elements, chemicals, and spills are not covered. Foam and padding are excluded from this warranty.

Wicker Weave & Vinyl Strap – 1 Year: If the wicker weave or vinyl strap fails structurally within one year from the original date of purchase, the manufacturer will replace the frame in the original finish and style whenever possible at no charge to the original purchaser. The replacement shall be on the individual item or items not on the complete collection or setting. Fading or discolorations resulting from exposure to the elements, chemicals or from spills are not covered.

Alternative Tops – 1 Year: Residential Use: Alternative Table Tops (non-metal) are warranted for one year for defects. Glass and tile tops are not covered in this warranty.

Warranty Exclusions: Failure to follow general care and maintenance guidelines will void all warranty. Excluded from the warranty are any products used for commercial, industrial, contract or any other non-residential purposes, display models, clearance items, or items purchased “as is”, freight damage, products damaged by acts of nature such as, but not limited to, freezing or high winds, extreme climate conditions, vandalism, fire, abuse, or improper assembly. Fading and discolorations from exposure to the elements, chemicals, oils, spills or fluids; hardware against corrosion or rusting; splitting or buckling of tubing resulting from exposure to water and freezing temperatures are not covered. After 90 days from date of purchase, shipping and handling charges are the original purchasers responsibility. Also excluded are purchased or replacement parts; plastics, normal fading, scratching, or chipping of the finish, staining or discoloration of furniture, accidental damages, repairs, or modifications by consumer, normal wear and tear. Exclusion also includes loss of time, inconvenience, travel, packaging, and/ or any other incidental damages. Lack of original receipt will void warranty. At no time shall the manufacturer’s responsibility exceed the value of the replacement product. The manufacturer reserves the right to substitute similar product of same quality if model in question is no longer in production or available.