ELEMENTI

THE ART OF LIVING

Product Warranty

Ocean Rock USA INC. doing business as Elementi, warrants Elementi outdoor furniture to be free from defects in parts and workmanship under normal use. In the event of such defects Elementi will, at its option, repair or replace the defective product. The foregoing is at the discretion of Elementi. There will be no charge for the replacement parts or product, however it will be the consumer's responsibility to return the product to the original place of purchase.

Elementi will not be responsible for consequential damages in excess of the purchase price of the product on which such liability is based and the warranty does not cover costs including freight, removal and reinstallation. This warranty is non-transferable, warranty length varies by parts.

Metal Frame: 10 years (residential), 2 years (commercial) against manufacturing defects.
Powder Coating Finish: 3 years (residential), 1 years (commercial) against fading, corrosion, peeling or flaking
Sunbrella Fabric: 5 years against fading, discoloring, abrasion, pilling
Cushion: 2 years (residential), 1 years (commercial) against manufacturing defects on seams, stitching, zipper or extreme foam degradation
Rope/Vinyl Strap: 3 years (residential), 1 years (commercial) against excessive fading, discoloring or deterioration
Teak: 1 year (residential), 90 days (commercial) against manufacturing defects on frame structure and finish.
Component Parts: 1 year (residential) against manufacturing defects on foot glides, hardware and spring plates etc.

Remarks:

1. Finish & Corrosion warranty void if exposed to excessive salt.
2. Products that are deemed to have a manufacturing defect will be repaired or replaced at our discretion.
3. Original proof of purchase is required, Warranty Request form needs to be completed and submitted to Elementi by the selling party
4. Elementi will cover freight charges on replacement orders for the first year of ownership, and shipping address must be the same as original shipping address on the purchase order from reseller

❌ What's Not Covered Under Warranty

1. **Improper Use or Neglect**
    - Abusive, unreasonable, or unanticipated use
    - Lack of reasonable care or maintenance
    - Improper cleaning or use of abrasive materials/solvents
    - Storing furniture upside down or without drain holes clean
2. **Environmental & Weather-Related Damage**
    - Damage from acts of nature (fire, wind, ice, earthquakes, etc.)
    - Freeze damage due to water trapped in tubing
    - Premature finish degradation in saltwater or indoor pool environments
    - Excessive or magnified sun exposure (e.g., off glass or metal)
    - Wind damage, including to umbrellas
3. **Material & Fabric Wear**
    - Normal fading of fabrics, rope, upholstery, or woven materials
    - Discoloration/deterioration from chemicals, sunscreen, heat, or sunlight
    - Flattening or compression of cushions/pads
    - Mildew on cushions or fabric due to lack of cleaning
    - Normal sagging or degradation of sling or foam materials
    - Use of standard foam in commercial settings
4. **Surface & Finish Issues**
    - Minor color or texture variations in finishes
    - Normal nicks, scratches, or fading on powder coat or resin finishes
    - Abrasion caused by use of covers or tarps
    - Natural aging and color change on teak
5. **Specific Item Exclusions**
    - Glass tabletops or glass firepit surrounds
    - Acrylic tabletops with umbrella holes (for commercial use)
    - Steel swivel mechanisms in commercial applications
    - Rope components subject to sun or chemical exposure
6. **Shipping & Service Exclusions**
    - Return freight costs after the first year
    - Delivery service fees (final mile)
7. **Manufacturing Irregularities**
    - Imperfections or irregularities inherent in handcrafted processes

Ocean Rock USA Inc.

505 E Rincon St., Ste 100, Corona, CA 92879

www.elementifire.com

Tel: 951-220-7227 / info@elementifire.com