

WARRANTY

Warranty is only valid for new product purchased from an authorized us retailer. We warrant to the original purchaser (“Purchaser”) that this furniture and outdoor/spa accessories products shall be free from defects in workmanship and materials, and shall not crack, splinter, rot or suffer water damage or structural damage from termites or fungal decay. If a defect occurs within twelve (12) years residential/one (1) year commercial from the original purchase under normal conditions of use, Purchaser shall notify Company in writing and, upon confirmation of the defect by an authorized Company representative, The Company’s sole responsibility shall be, at its option, to either repair or replace the defective item or refund the portion of the purchase price paid by the Purchaser for such defective item (not including shipping or delivery). This warranty certificate is not transferrable.

Warranty Claims

1. The limited warranty covers your product(s) for 12 years (residential use) and 1 year (commercial use). **Tip:** It covers the initial purchaser ONLY, so keep your receipt.
2. In the event that you do have to make a warranty claim, you will need to present your receipt to show date and place of purchase and to show that you are the original buyer. **Tip:** Staple your receipt to this warranty certificate and file it.
3. There are important pieces of information that you will need to provide to us when making a warranty claim. This information will help us process your claim quickly and efficiently. **Tip:** Complete the following information so that you have all relevant info AND your receipt stapled in the same place.

• Date of Purchase: _____

• Product(s) Purchased: _____

• Model Number(s): _____

• Color: _____

• Name of Retail Store or Website: _____

• Serial Number(s): _____

You will find a sticker on the product itself showing this number/bar code — usually on the underside of a furniture piece.

4. If you need to make a warranty claim, please submit photos of the product via mail or email along with the above details and a description of the problem.



* 1-Year Commercial