

Warranty Information

1 YEAR LIMITED WARRANTY

WHAT IS COVERED

- Residential use of this furniture is warranted for a one (1) year limited warranty period for the frame construction. The warranty is valid from the date of purchase and applies only to the original purchaser.
- If your Nicesoul outdoor furniture fails structurally during normal use (other than damage as a result of dropping or breaking a cast part) within one (1) year of purchase, the manufacturer will repair or replace the frame at its discretion with the same or similar product if the original product is discontinued, at no charge.
- Cushions are warranted for a one (1) year period against seams separating or tearing. Fabric is covered under the 1 year limited warranty.
- The finish is warranted against peeling, cracking or blistering for a period of one (1) year provided the product has not been scratched or abraded. Scratches and chips resulting from normal wear and tear are not covered.
- Straps and/or wicker weave are warranted for a period of one (1) year against separation or tearing. Fading of the finish, straps and/or wicker weave resulting from exposure to elements is not covered. Stains as a result of chemical spills and certain food items are not covered.

WHAT IS NOT COVERED

- The following are expressly excluded from warranty coverage: failure caused by unreasonable or abusive use; furniture that was sold as clearance items, display models, or items purchased in "as is" condition; freight damage; furniture damaged by acts of nature, vandalism, fire, abuse, lack of proper care and maintenance, or improper assembly; normal fading of straps and fabric; discoloration of frame or fabric from exposure to elements, oils, spills, fluids or chemicals; table top breakage; hardware corrosion or rusting; buckling or splitting of tubing resulting from exposure to water and freezing temperatures; glass table tops; purchased or replacement parts; and plastics.
- Also excluded from warranty coverage is lost time of use and/or money, inconvenience, travel, packaging, or any other consequential or incidental damages. In no event shall the manufacturer's responsibility exceed the value of the replacement product.
- Warranty is to the original purchaser when items are purchased from one of our authorized retailers, and is not transferable. All warranty claims must be submitted with a dated register receipt within the warranty period. Should replacement of the warranted item be unavailable, the manufacturer reserves the right to substitute items of its choice similar in style, color and quality. For quality control purposes and verification, we reserve the right to request photographs of the damaged item(s). The terms of this warranty are subject to change without notice. Shipping and handling charges are at all times the responsibility of the claimant. We do not ship outside of the North American continent.

CONTACT

- Contact the Customer Service Team.