

LIMITED WARRANTIES

We devoted to providing the consumer with industry leading comfort and quality. With over 60 years of experience in manufacturing outdoor furniture, we are widely known for our comfort, quality and style. Our suppliers, manufacturing team and sales personnel are devoted to making your experience with our products an enjoyable one.

Limited Warranties apply to products used for commercial use only. All warranty periods are based on the original purchaser's date of purchase, and are not transferable. All warranties apply only to products shipped from the factory after January 1, 2008 (product codes ending in -08 or later). The purchaser must comply with the required warranty registration as explained. There is no warranty in existence if there is a failure to register. Product warranties must be registered within 60 days of purchase for warranty to be activated. A copy of the original sales receipt and the product code must be submitted with all warranty claims (photos may also be required). Any repair of the Product undertaken without prior written authorization from us will void this warranty. Warranty for any refinished or replaced Product shall be only for the remainder of the warranty period applicable to the original product.

THESE LIMITED WARRANTIES ARE IN LIEU OF ALL OTHER EXPRESS OR IMPLIED WARRANTIES AND EXPRESS THE SOLE AND EXCLUSIVE LIABILITY EXCEPT AS EXPRESSLY STATED HEREIN, THERE ARE NO OTHER WARRANTIES OR GUARANTEES ORAL OR WRITTEN EXPRESS OR IMPLIED FROM ANY COURSE OF DEALING OR USAGE OF TRADE AND ALL SUCH IMPLIED WARRANTIES, INCLUDING ANY WARRANTIES OF MERCHANTABILITY OR FITNESS FOR INTENDED PURPOSE ARE EXPRESSLY DISCLAIMED. THESE LIMITED WARRANTIES MAY NOT BE MODIFIED, EXTENDED OR ENLARGED BY ANY REPRESENTATIVE OR INTERMEDIATE SALES ASSOCIATE OR AGENT.

These warranties give you specific legal rights. You may also have other rights which may vary from state to state. Some states do not allow the exclusion or limitation of incidental or consequential damages so the above limitations or exclusions may not apply to you.

WHAT OUR WARRANTIES COVER

Aluminum and Steel Frames and HDPE surfaces (structural failures) | 5 years commercial | Aluminum and steel frames are covered from structural failures for 5 years commercial usage. HDPE surfaces (table tops and benches) are covered from significant warpage and structural failures for 5 years commercial usage. If the frame or HDPE surface fails, or HDPE surface significantly warps, during the 5 years commercial usage under normal usage, and is not the result of abuse or an act of God, We will repair or replace the frame, or the HDPE component, at the manufacturer's discretion. If replacement is required, and your original frame or HDPE surface is no longer manufactured, we will replace it with a similar product. We will pay the warranty freight if within the first year in the Continental United States. Return of product will not be accepted without prior written approval.

Umbrella Frames (structural failures) | 3 years commercial | The frame structure of Arbor and Market umbrellas are covered from structural failures for 3 years for commercial usage. Warranty includes manufacturer defects to the notch, runner, center pole, and skeleton structure. Warranty DOES NOT INCLUDE damages sustained to these umbrella frames while in any degree of tilt. We will repair, replace, or provide replacement parts at the manufacturer's discretion. If replacement is required, and your original product is no longer manufactured, we will replace it with a similar product. We will pay the warranty freight if within the first year in the Continental United States. Return of product will not be accepted without prior written approval.

Painted Surfaces (peeling, flaking, or blistering) | 5 years commercial | Painted frame surfaces are covered against peeling, flaking or blistering for a period of 5 years for commercial usage. If the painted surface peels, flakes, or blisters and the furniture has been maintained per the recommended care and maintenance instructions, we will repair or replace the frame at the manufacturer's discretion. If replacement is required, and your original product is no longer manufactured, we will replace with a similar product. We will pay the warranty freight if within the first year in the Continental United States. Return of product will not be accepted without prior written approval.

Double Layer Slings and Padded Slings | 2 years commercial | The fabrics used on our double layer slings and padded slings are warranted against tearing, discoloration, or excessive fading for 2 years commercial usage when maintained per the recommended care and maintenance instructions. In the event a replacement is required, We will replace the double layer sling or padded sling with the same, or comparable, fabric based on manufacturer's discretion (installation labor not included). We will pay the warranty freight if within the first year in the Continental United States. Return of product will not be accepted without prior written approval. Double layer slings and padded slings 2 year commercial warranties are valid on product purchased after March 1, 2017.

Natural Series and Integrity Table Tops | 1 year commercial | Natural Series and Integrity table tops are warranted against structural failures, finish cracks and blisters for 1 year commercial usage. Failure to properly maintain the table top, or store it properly during inclement weather, will void the warranty. Minor flexing (concave and convex) of the Integrity table top surface will occur when exposed to extreme heating and cooling cycles, and is only warranted when the movement exceeds .25 inches per 1.5 feet of table width. If the table top (other than glass) fails, or the finish cracks or blisters during the warranty period, we will repair, refinish or replace the top. We will pay the warranty freight if within the first year in the Continental United States. Return of product will not be accepted without prior written approval.

Vinyl Straps | 1 year commercial | Vinyl strapping is warranted from discoloration or breakage for 1 year commercial usage. In the unlikely event that the strap significantly discolours or breaks, We will supply replacement strap (installation labor not included). Glider bearing hangers are warranted against failure for 1 year commercial usage. In the unlikely event a bearing hanger fails, We will supply a replacement hanger (installation labor not included).

Cushions | 1 year commercial | The fabrics used on our cushions are warranted against tearing, discoloration or excessive fading for 1 year commercial usage when maintained per the recommended care and maintenance instructions. In the event replacement is required, We will replace the cushion with the same (if available) or comparable fabric based on manufacturers discretion (installation labor not included). We will pay the warranty freight if within the first year in the Continental United States. Return of product will not be accepted without prior written approval.

Umbrella Canopies | 7 and 2 year commercial | Umbrellas manufactured with fabric are warranted for 7 years commercial usage when maintained per the recommended care and maintenance instructions. All other upholstery grade fabrics will carry a warranty of 2 years commercial usage when maintained per the recommended care and maintenance instructions. In the event replacement is required, We will replace the canopy with the same (if available) or comparable fabric based on manufacturer's discretion (installation labor not included). We will pay the warranty freight if within the first year in the Continental United States. Return of product will not be accepted without prior written approval.

Fire Table Burners | 1 year commercial | Crystal fire burners (24" round and 12" x 24") are warranted for a period of 1 year commercial usage. The warranty is limited to the replacement or repair of defective components or workmanship. We will pay the warranty freight if within the first year in the Continental United States. Return of product will not be accepted without prior written approval. If replacement is required, and your original product is no longer available, we will replace it with a similar product.

Miscellaneous Items | 1 year commercial | The finish on coiled steel spring rocker mechanisms, plastic parts, flex plates, glides, swivel inserts, and umbrella bases is warranted for 1 year for commercial usage. When maintained per the recommended care and maintenance instructions. We will repair or replace the product at the manufacturer's discretion. We will pay the warranty freight if within the first year in the Continental United States. Return of product will not be accepted without prior written approval. If replacement is required, and your original product is no longer available, we will replace with a similar product.

Replacement Program | 1 year commercial | All slings, cushions and parts, etc. purchased through a retailer carry a 1 year warranty from date of purchase.

WHAT OUR WARRANTIES DO NOT COVER

These Limited Warranties are restricted to failures resulting only from normal usage and natural weathering and will not cover damage or failure of product attributable to:

- Acts of God, falling objects, fire, explosions, external forces or any similar physical damage.
- Failure caused by misuse or lack of appropriate care and maintenance of the products (including rust). Refer to the care and maintenance instructions.
- Damage caused by caustic chemicals and/or power washers.
- Products shipped from the previous factory prior to January 1, 2008.
- Glass and acrylic table tops.
- Vinyl furniture covers.
- Showroom samples and factory outlet purchases.
- Normal fading of fabrics, straps and painted surfaces.
- Bursting and cracking of tubing and extrusions caused by exposure to moisture and freezing temperatures.
- Return freight after one year.
- Salt water exposure – due to the demands of salt air, weekly cleaning and quarterly waxing of painted surfaces must be maintained to prevent finish blisters and corrosion. Failure to carefully follow our care and maintenance instructions will void the warranty.

CLAIMS PROCEDURE

In the event that a warranty claim file needs to be opened, contact your local dealer to facilitate the process. If a local dealer is not available, you may also contact via our website. Warranty for any refinished or replaced product shall be only for the remainder of the warranty period applicable to the original product. During the warranty process, you may be required to either return the defective merchandise or provide proof of destruction. Working through your local dealer is highly recommended, when possible. Many of our dealers can fix and/or handle issues immediately, saving you both time and expense in the warranty process.

FREIGHT

All furniture is delivered to the carrier in factory new condition. Claims for damage or losses that occur during shipping must be noted at the time of delivery and filed with us. Send written notice of the claimed condition to us.