

WARRANTY & COMPLAINTS PROCEDURE

2024/05-Furniture Sets

Sorara Outdoor Living USA, Inc. disclaims all other representations and warranties of any kind, express or implied. This Warranty gives you specific legal rights. You may have other rights as well which vary from state to state or province to province. This warranty excludes all consequential damages. However, some states do not allow the limitation or exclusion of consequential damages and therefore this limitation may not apply to you.

This product is warranted for RESIDENTIAL USE ONLY. Under no circumstance should a Mirador® furniture sets be used in public settings (public settings include but are not limited to churches, day cares, parks, etc). Such use may lead to product failure and potential injury. Any and all public use will void this warranty.

Please contact our help center via email: support@miradoroutdoor.com, or by phone at +1 (877)-506-4777 from Mon-Fri 6:30AM-4:30PM PST, Sat-Sun 8:30AM-4:30PM PST.

Limited warranty

This Limited Warranty by Sorara Outdoor Living USA, Inc. applies to furniture sets manufactured under Mirador®. Sorara Outdoor Living USA, Inc. warrants that this furniture sets is free from defects in materials and workmanship for a period of 5 (five) years from the original date of purchase. This warranty covers all parts including aluminum, steel, hardware, and accessories.

The warranty is valid only in the original country of purchase. Sorara Outdoor Living USA, Inc. will replace any parts within the first 30 days from the date of purchase found to be missing from or damaged within the original packaging. All shipping costs will be the responsibility of the seller. We reserve the right to discontinue or modify any product line or color without notifying the purchaser. If the original product is not available, we retain the right to choose to provide replacement material of equal value or quality, some parts may be replaced with newer model parts as the product is improved over time. Please refer to the **Complaints procedure** for more details.

This warranty applies to the original owner and registrant and is non-transferable. Regular maintenance is required to assure maximum life and performance of this product and failure by the owner to maintain the product according to the maintenance requirements may void this warranty.

No person or entity is authorized by Mirador® to make and Mirador® shall not be bound by any statement or representation as to the quality or performance of Mirador® products other than as contained in this warranty. Under no circumstances will Mirador® be liable for special, incidental or consequential damages, whether such damages are sought in contract, in tort (including but not limited to negligence and strict liability) or otherwise.

Warranty exclusions

The warranty does not cover:

- Damage, crack or scratch to equipment resulting from storage, assembly, usage or maintenance not in accordance with instruction manual. For any assembly related questions, call or email Sorara customer service center.
- Damage caused by assembly or using near flammable liquids.
- Damage caused by assembly the furniture sets in moderate or heavy wind.
- Damage caused by continuing to assemble the furniture sets when you find damaged parts or any parts missing.
- Damage caused by using non-original spare parts.
- In an application not recommended by national or local building codes.
- Damage resulting from the continued use of the furniture sets known to be faulty or blocked.
- Damage caused as a result of repairs carried out without permission.
- Damage caused by the impact of foreign objects or intentional damage to it.
- Damage due to incorrect cleaning using inadequate tools.
- Damage caused by using harsh polish to clean furniture.
- Damage caused by cleaning with high temperature water or strong water pressure.
- Damage caused by the use of hard brushes or scrub cleaners.
- Damage caused by using bleach, acid or other corrosive substances and abrasives on the textile or metal parts.
- Damage caused by exceeding the load-bearing capacity of items.
 - Sanibel 4 pcs Conversation Fire Pit Set: 3-Seat Sofa: 729lbs; Fire Pit Table: 165lbs; Swivel & Rocking Armchair: 243lbs
 - Sanibel 5 pcs Modular Fire Pit Sofa Set: 2-Seat Right Armrest Sofa: 486lbs; 2-Seat Left Armrest Sofa: 486lbs; Mid-seat Sofa: 243lbs; Fire Pit Table: 165lbs
 - Sanibel 7 pcs Dining Set: Dining Chair: 352lbs; Captain Dining Chair: 352lbs; Dining Table: 440lbs
 - Sanibel Chaise Lounge Set: 264lbs
 - Soundview Adirondack Set: Chair: 352lbs; Side Table: 33lbs
- Defects resulting from normal wear and tear of product parts, such as seals, lubricants, water marks or indentations, etc.
- Damage caused by any force majeure, such as, but not limited to flooding, hurricane, tornado/high winds, earthquake, and lightning.
- Damage, tarnish or corrosion caused by environmental conditions, such as, but not limited to air pollution, mold, metallic oxides or metallic particles, acid rain, the pollution of insects, animals, algae or moss.
- Staining caused by foreign substances, such as, but not limited to, caustic chemicals, grease, oil, bug sprays, tanning oils, hydraulic fluid, seals, lubricants, etc.
- Use of paints, varnishes or other coatings or chemicals not approved by Mirador®.
- Fading, paint damage, chalking, accumulation of dirt/sand/salt, stains caused by normal weathering, such as, but not limited to, exposure to sunlight, weather, and atmosphere, coastal areas with wind borne particles (e.g., sand, tree debris, building materials, etc).
- Warping, distortion or crack due to exposure to excessive heat sources (e.g., barbecue grills), unless explicitly stated or exposure to unusual or excessive reflective heat sources (e.g. skylight or window reflection, roofing materials, pools, decks, blacktop or concrete materials); and heat buildup caused by inadequate roof ventilation; and any other cause not involving inherent manufacturing defects in the product.
- Differences in the colour of the parts that may occur during the production process.
- Damage or injury caused by failure to follow the Fire Pit table safety instructions in the manual.

The manufacturer shall not be responsible for:

- The product, where the CE label was removed or it is illegible.
- The product, where the pictograms informing about particularly important information on hazards and safety have been removed.
- Inappropriate use of the product.

Complaints procedure:

- The complaint must include an order number or transaction number. Goods without an order number or transaction number are not covered under the warranty.
- The complaint must include a detailed description of the defect, the name of the company which installed the product if a 3rd party was used and the date when the defect was discovered.
- At Sorara Outdoor Living USA, Inc.'s discretion, customer must offer supplier the photos/videos of the issue/damaged parts for verification purposes. Otherwise, supplier reserves the right to refuse replacement parts or credit.
- Please save a copy of your purchase receipt.

Any modifications made to the original product could damage the structural integrity of the unit leading to failure and possible injury. Modification voids all warranties and Sorara Outdoor Living USA, Inc. assumes no liability for any modified products or the consequences resulting from failure of a modified product.

Contact:

Customer Service: Support@miradoroutdoor.com

Need Assistance? Call +1 (877)-506-4777

Hours of Operation:

Phone Support: Monday - Friday: 6:30am - 4:30pm, Saturday – Sunday: 8:30am – 4:30pm, PST.

Email Support: We are available 24 hours a day. Please allow up to 24 hours for a response.

Chat With Us Online: miradoroutdoor.com, Monday - Friday: 5:30am - 2:00pm, Saturday – Sunday: 8:30am – 4:30pm, PST.

Note: Our team is available to assist you during these hours. If you have any inquiries or require support outside of these hours, please leave a voicemail, send an email, or use our online contact form. We will get back to you promptly during the next available support hours. Thank you for choosing Mirador Outdoor!