



Product Warranty Agreement - Indoor Furniture

Warranty Coverage:

David Francis, LLC warrants that all first quality products are free from manufacturing defect and will remain free from such defects during the Warranty Period with proof of purchase. David Francis, LLC extends this warranty only to the end user of the purchased product, who is the party in possession of the purchased product once installed as usable furniture. It does not extend to any subsequent owner or other transferee of the product.

Warranty Period:

The original purchaser of David Francis, LLC furniture is protected against defective workmanship for a period of ONE (1) year from the date of invoice. If the furniture is found to be defective, David Francis, LLC will, at its discretion, repair or replace it free of charge. Whether the defective product needs to be returned will be determined on a case-by-case basis, and customers will be advised accordingly. If a return is required, the product must be promptly returned as directed, with all freight charges prepaid by the purchaser. Please note, the purchaser is responsible for all freight charges when returning the product or shipping repaired or replacement items. The Warranty Period does not extend if the furniture is repaired or replaced. David Francis, LLC may change the availability of this warranty at our discretion, but any changes will not be retroactive.

Warranty Claims:

In no event shall liability under this warranty exceed the original purchase price of the furniture. No deductions for repairs in field will be allowed without specific written authorization. This warranty does not apply to furniture damaged by accident, abuse, neglect, improper use or misuse, nor does it apply to unauthorized repairs or freight or other transportation damage. In the event of any apparent damages to the furniture, customer must take the furniture out of service immediately.

No warranty coverage is provided for impact damage, normal wear and tear, indentions, scratches, and surface damage caused by failure to protect and maintain furniture properly or failure to follow the product instructions for care. No warranty coverage is provided for variations in color, grain or markings which are ordinary to natural products or which develop over time because of natural processes such as exposure to sunlight. No warranty coverage is provided for cushions, fabrics, pillows, COM fabrics and glass.

No warranty coverage is provided for furniture that has been placed outdoors, exposed to moisture, or exposed to the elements. David Francis, LLC's interior products are designed and manufactured for indoor/interior use only, in a humidity controlled environment. Any furniture that has been repaired, touched up, or altered by someone other than David Francis, LLC, will not be eligible for warranty coverage.

See "Care and Maintenance" specifications for maintenance instructions. Improper or insufficient maintenance will void this warranty.

To Obtain Warranty Service:

If you suspect manufacturer's defect, you must send photos, along with a written description of the defect, to the attention of David Francis, LLC Warranty Department. Please include a copy of your dated invoice, keeping the original invoice for your records. No items will be accepted without written approval from the David Francis, LLC Warranty Department. Returns not authorized by David Francis, LLC may be refused.

Limitation of Liability:

The remedies described above are the purchaser's sole and exclusive remedies and David Francis, LLC's entire liability for any breach of this warranty. As stated herein, David Francis, LLC's liability shall under no circumstances exceed the actual amount paid by the purchaser for the furniture, nor shall David Francis under any circumstances be liable for any consequential, incidental, special or punitive damages or losses, whether indirect or direct. Notwithstanding the above limitations of liability, any claim related to the terms hereunder shall be subject to and governed by Florida law.



Product Warranty Agreement - Outdoor Furniture

Warranty Coverage:

David Francis, LLC warrants that all first quality products are free from manufacturing defect and will remain free from such defects during the Warranty Period with proof of purchase. David Francis, LLC extends this warranty only to the end user of the purchased product, who is the party in possession of the purchased product once installed as usable furniture. It does not extend to any subsequent owner or other transferee of the product.

Warranty Period:

David Francis, LLC warrants its outdoor frames and welds from breaking for a period of three (3) years. Powder-coated finishes that are properly maintained are guaranteed for a period of two (2) years. Woven resin is guaranteed against cracking or excessive fading under normal residential use and proper care and maintenance for a period of one (1) year from the date of invoice.

This warranty does not cover damage or deterioration, resulting from normal wear and tear, daily use, moving, improper handling, rubbing against abrasive surfaces, environmental conditions, use of chemicals, cleaning products, or general misuse.

Components such as fabric & chair feet are subject to wear and tear and are not considered part of the frame. No warranty coverage is provided for cushions, fabrics, pillows, COM fabrics and glass. Any furniture that has been repaired, touched up, or altered by someone other than David Francis, LLC, will not be eligible for warranty coverage.

See "Care and Maintenance" specifications for maintenance instructions. Improper or insufficient maintenance will void this warranty.

If the furniture is found to be defective, David Francis, LLC will, at its discretion, repair or replace it free of charge. Whether the defective product needs to be returned will be determined on a case-by-case basis, and customers will be advised accordingly. If a return is required, the product must be promptly returned as directed, with all freight charges prepaid by the purchaser. Please note, the purchaser is responsible for all freight charges when returning the product or shipping repaired or replacement items. The Warranty Period does not extend if the furniture is repaired or replaced. David Francis, LLC may change the availability of this warranty at our discretion, but any changes will not be retroactive.

Warranty Claims:

In no event shall liability under this warranty exceed the original purchase price of the furniture. No deductions for repairs in field will be allowed without specific written authorization. This warranty does not apply to furniture damaged by accident, abuse, neglect, improper use or misuse nor does it apply to unauthorized repairs or freight or other transportation damage. In the event of any apparent damages to the furniture, customer must take the furniture out of service immediately.

To Obtain Warranty Service:

If you suspect manufacturer's defect, you must send photos, along with a written description of the defect, to the attention of David Francis, LLC Warranty Department. Please include a copy of your dated invoice, keeping the original invoice for your records. No items will be accepted without written approval from the David Francis, LLC Warranty Department. Returns not authorized by David Francis may be refused.

Limitation of Liability:

The remedies described above are the purchaser's sole and exclusive remedies and David Francis, LLC's entire liability for any breach of this warranty. As stated herein, David Francis, LLC's liability shall under no circumstances exceed the actual amount paid by the purchaser for the furniture, nor shall David Francis, LLC under any circumstances be liable for any consequential, incidental, special or punitive damages or losses, whether indirect or direct. Notwithstanding the above limitations of liability, any claim related to the terms hereunder shall be subject to and governed by Florida law.