

furniture designhouse®



Furniture and Umbrella Limited Warranty

Furniture Designhouse Furniture and Umbrella products are warranted by the respective manufacturer to be free of defects in material and/or workmanship, when installed, used and maintained reasonably and normally for the purpose intended (residential or contract) and which, in the opinion of the factory, is beyond normal wear and tear.

Length of coverage

STRUCTURAL: Furniture and Umbrella frames are warranted against structural failure, corrosion and other visible forms of deterioration rendering the frame unusable; for a period of **2 Years** from purchase date, when properly maintained in ordinary use.

FABRIC: Furniture and Umbrella fabrics are warranted against abnormal fading, material integrity or deterioration, rendering the fabric unusable; for a period of **2 Years** from purchase date, when properly maintained in ordinary use.

FINISH: Powder-Coat finishes are warranted against peeling, cracking, and/or blistering; for a period of **2 Years** from purchase date, when properly maintained in ordinary use.

This warranty is available through Authorized Dealers only and takes effect as of the original purchase (invoice) date. Warranty is only available to the original purchaser.

What is NOT covered:

Our products are handcrafted. Small blemishes on the frames or on wood slats, paints or fabrics are part of the “character” of the product and the process. Wood is a natural material and the matching of color, tone, grain, and texture (even when painted or stained) are not possible. The natural weathering, scratching, fading, and/or chipping of wood, metal surfaces and finishes and other items, caused by everyday usage, is not considered a defect, and therefore not covered under this warranty.

Corrosion or rusting resulting from scratches, abrasions or other normal wear and tear; or resulting from use in chlorinated or confined areas/environments, or any issue that can be corrected with maintenance products and/or touch-up paint; are not covered under this warranty.

Wrought iron and metal designs can have hidden areas which cannot be fully protected and from which rust seepage may occur. This is common and is a care and maintenance issue that cannot be covered under this warranty.

Similarly, any abuse, misuse, or injury caused by such usage or neglect; acts of God or nature (such as fires, floods or storms); damages in transport or delivery; accidents; failure to follow instructions; exposure to chemicals, including during cleaning; unauthorized repair or alterations/modifications made by customer or any 3rd party; or in factory’s opinion, unreasonable use of the product for which it was not designed, cannot be considered or covered under this warranty.

While our furniture is made to exceed commercial specifications and meant to be used in all climates where sold, use of the product in extreme weather or extreme installations or conditions, cannot be considered or covered under this warranty.

Customer is expected to properly maintain product at regular intervals and to use reasonable care to protect product from inclement weather and when not in use, especially for an extended period.

During winter, products should be stored indoors and in an upright position, to allow any moisture to drain. Water and ice left on furniture for extended periods will cause premature wear and umbrellas cannot support snow and ice and such damage is not covered under this warranty. Umbrellas should be lowered and properly rolled, secured, and covered when not in use. Failure to do so can cause premature wear and/or damage and such damage is not covered under this warranty.

Customer is responsible to request care and maintenance instructions prior to use or assembly, if not provided. Failure to do so may cause premature wear or damage not covered under this warranty.

What the manufacturer will do

Product repair or replacement or replacement of parts (to be customer installed) will be at the discretion of the factory and will be performed without charge during the warranty period, provided product is returned to the respective factory prepaid and properly packaged. All shipping/freight charges are the responsibility of the claimant. In the case of a discontinued model, a similar item of equal or higher value will be used as a replacement. Product or portions thereof, considered for replacement under warranty, will be valued at a pro-rated percentage of the original invoice price, based upon the age of the product.

All claims are to be resolved with the Authorized Dealer/Retailer and the original Invoice Date will be used to establish claims under this warranty. Proof of purchase is required and must be submitted for all claims made under this warranty. To simplify claims and reduce unnecessary expenses, photos and description of suspected damage, as well as prior written approval ('RMA' - Return Merchandise Authorization), are required before returning product.

Authorized Dealer/Retailer is responsible for filing a claim with the freight carrier when merchandise is damaged in transit.

WARRANTY LIMITATIONS AND EXCLUSIONS

ANY AND ALL IMPLIED WARRANTIES, INCLUDING WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO THE DURATION OF THE EXPRESS WARRANTY ON THE PRODUCT, OR PORTION THEREOF AT ISSUE. THE WARRANTY AND REMEDIES SET FORTH ABOVE ARE EXCLUSIVE AND IN LIEU OF ALL OTHERS, ORAL OR WRITTEN, EXPRESS OR IMPLIED. IN NO EVENT WILL FURNITURE DESIGNHOUSE BE LIABLE TO YOU FOR ANY DAMAGES, INCLUDING INCIDENTAL OR CONSEQUENTIAL DAMAGES, ARISING OUT OF THE USE OR INABILITY TO USE THE PRODUCT.

Some states do not allow limitations on how long an implied warranty will last or the exclusion or limitation of incidental or consequential damages, so the above limitations may not apply to you.

Our Furniture and Umbrellas are manufactured to ensure long lasting enjoyment. While you may never need to make a claim under this warranty, in the unlikely event that you do... rest assured that your claim will be handled in a courteous, professional and above all... fair and equitable manner!

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