

LIMITED RESIDENTIAL WARRANTY

Hospitality Rattan offers a limited warranty for both residential and commercial installations. Items are warranted to be free from any defect in workmanship or materials of the product. Rights under this limited warranty apply only to the original purchaser. All warranty coverage begins with the original purchase date. This warranty is non-transferable and does not apply to floor samples.

What is Covered Under This Warranty?

- **Aluminum Frames.** The outdoor frames feature high quality extruded aluminum with reinforced internal walls for extra support. Each frame is hand-welded and then inspected for both strength and appearance. Frames are then hand-sanded and polished prior to finishing. The limited warranty covers weld failure for a period of (7) years. The aluminum frame warranty is for a (3) year period.
- **Polyester Fabrics.** Factory Biege or Off White fabric is outdoor polyester and is resistant to rain, water, dirt, and dust. The "lighter" colors of polyester will fade less or not fade as they do not have the dark tones of color. We recommend upgrading to the Choice of Fabric program if seeking long lasting Sunbrella® fabric options that will bring color and vibrance to your outdoor setting.
- **Sunbrella® Fabrics.** The finest mildew repellent, fade resistant and most durable Sunbrella® fabrics are used on our outdoor furniture. Quality engineered and specifically treated to resist stains, wear and the sun's harmful rays. Sunbrella® fabric warranty covers manufacturing defects for a period of (5) years. Visit www.sunbrella.com for their warranty details.
- **Polyresin Frames.** The polyresin outdoor frames feature high quality extruded resin. The colors are dyed through completely to reduce the chances of fading. Cleaning the frames throughout the year will help ensure a long life. The limited warranty covers polyresin material for a period of (5) years.
- **Powder-coated finish.** Finishes are warranted against peeling, cracking and blistering for a (3) year period from purchase date provided the item has not been scratched or abraded. Chips and scratches or fading resulting from normal wear and tear and exposure to the elements are not covered.
- **HDPE Synthetic Wicker.** Viro®, WinTech®, and Rehau® commercial quality woven synthetic wicker is warranted against separation and tearing for (3) years from purchase date. Fading and/or discoloration resulting from exposure to the elements, tanning oils, drink spills, liquids, chemicals, water damage or any other cause are not covered.
- **Phifer® Sling.** Phifertex sling is warranted against fading, tearing, and disintegration for (3) years from purchase date. Fading and/or discoloration resulting from exposure to chlorine elements, tanning oils, drink spills, liquids, chemicals, water damage or any other cause are not covered.
- **Textiline Sling.** Textiline sling is warranted against separation and tearing for (1) year from purchase date. Fading and/or discoloration resulting from exposure to chlorine elements, tanning oils, drink spills, liquids, chemicals, water damage or any other cause are not covered.
- **Umbrellas.** Umbrellas (if applicable) are warranted against defects in material and workmanship for (6) months from purchase date. Umbrella bases (if applicable) are not covered under any circumstance.
- **Glass.** Glass tops are not covered against breakage.
- **Rattan.** Rattan frames are warranted against defects in materials and workmanship for (1) year.
- **Sea grass.** Sea grass weave is warranted against defects in materials and workmanship for (1) year.
- **Bamboo.** Bamboo will develop hairline cracks and is a natural process and not covered under warranty.

Commercial Warranty

Hospitality Rattan offers a (1) year limited warranty for commercial installations. Items are warranted to be free from any defect in workmanship. Commercial quality materials are used throughout our product assortment.

What Will Be Done Should I Need to File a Warranty Claim?

Should any item fail to be as warranted, at Hospitality Rattan's discretion we will replace or provide replacement parts, subject to the terms set forth herein. If Hospitality Rattan decides to replace a discontinued item, we will substitute an item of our choice that is of similar style and quality or a prorated credit can be offered. To obtain warranty service, you must contact our customer service department within the relevant warranty period and provide us with a copy of your receipt as proof of the purchase date. Hospitality Rattan reserves the right to request photographs and/or return of the defective item(s) and/or such other evidence relating to any claim deemed necessary under the circumstances. Warranty claims for missing or damaged items must be submitted within 30 days of purchase. You may also contact us by e-mailing warranty@hospitalityrattan.com.

What are the Limitations and Exclusions of this Warranty?

Warranty Limitations: This warranty is subject to the limitations set forth above. In addition, this warranty is made to the original purchasing dealer, and is effective only if items are purchased from an authorized dealer. This warranty is nontransferable. Transportation costs on a damaged piece or replacement will be covered to and from the dealer during the warranty period, within the continental United States. Any transportation costs after the warranty expiration are the responsibility of the consumer and/or the dealer. Hospitality Rattan will not be responsible for charges associated with shipments outside continental North America at any time or for any reason.

WARRANTY IS GIVEN AND RELATES TO PRODUCTS SOLD TO THE RETAILER BY HOSPITALITY RATTAN

Warranty Exclusions: This warranty is subject to the exclusions set forth above. In addition, the following are excluded from coverage under this warranty: Any item used for commercial, contract or any other non-residential purpose; clearance items, display models or items purchased "as is"; freight damage; items subject to misuse, abuse, neglect or lack of proper care or maintenance (including without limitation as provided in any "care and maintenance guide" or similar information we provide); normal wear and tear; damage caused by acts of nature, acts of God or force majeure, vandalism, fire or other casualty, or improper assembly; hardware against corrosion or rusting; purchased or replacement parts; and all plastic parts. Also excluded are loss of use or time; inconvenience; money; travel; packaging; or incidental, special or consequential damages of any kind. Replacement of defective items OR PARTS as provided herein, or prorated refund of your purchase price, at our sole discretion, shall constitute your sole and exclusive remedy for items which are not as warranted. In no event shall our responsibility exceed the purchase price of the item found to be other than as warranted.