

# WARRANTY

## **RESIDENTIAL LIMITED WARRANTY (North American continent only)**

### **CAST AND EXTRUDED ALUMINUM FRAMES – LIFETIME WARRANTY LIMITED**

If the cast or extruded aluminum frame fails structurally (i.e., broken frame or welds) under normal use or conditions we will at our option, replace or repair the frame in the original color and style, if available, or in a similar style if color or model has been discontinued. If the finish peels or blisters within fifteen (15) years from the date of purchase, we will repair or refinish the frame in the original color and style, or in a similar style if color or model has been discontinued. Stamped aluminum tabletops carry the same warranty as extruded aluminum frames. Components such as chair feet are subject to wear and tear and are not considered part of the frame.

### **BRASS FRAMES – FIFTEEN (15) YEARS LIMITED**

If the brass frame fails structurally (i.e., broken frame or welds) under normal use or conditions within fifteen (15) years from the date of purchase, we will replace or repair the frame, if available, or in a similar style if discontinued at our option. Components such as chair feet are subject to wear and tear and are not considered part of the frame.

### **WOVEN FRAMES – FIFTEEN (15) YEARS LIMITED**

If the extruded aluminum frame fails structurally (i.e., broken frame or welds) under normal use or conditions within fifteen (15) years we will at our option, replace or repair the frame in the original frame color and style, if available, or in a similar style if color or style has been discontinued. If the hand-woven resin weave breaks or structurally deteriorates, or if the weave excessively fades or becomes discolored within three (3) years from the date of purchase, we will at our option, replace, repair or refinish the product in the original color and style, if available, or in a similar color and style if the original has been discontinued. The weave will not be warrantied if the structural deterioration, unraveling, discoloration, fading, etc. is due to chemicals, cleaning products, sun lotions et al, excessive use in commercial settings, extreme heat or sunlight. Components such as chair feet are subject to wear and tear and are not considered part of the frame.

### **UPHOLSTERED FRAMES – FIFTEEN (15) YEARS LIMITED**

If the upholstered frame fails structurally (i.e., broken frame) within fifteen (15) years from the date of purchase, we will at our option, replace, repair or refinish the product in the original color and style, if available, or in a similar color and style if the original has been discontinued. If the upholstered frame fabric (not the loose cushion) tears, or fades excessively within three (3) years of the date of purchase, we will at our option repair or replace the fabric in the original color and pattern if available, or in a similar color and pattern if the original has been discontinued. If the finish peels or blisters within three (3) years from the date of purchase, we will repair or refinish the frame in the original color and style, or in a similar style if color has been discontinued. Components such as chair feet are subject to wear and tear and are not considered part of the frame. Any failures in stitching, zippers, sling rails, cording, buttons, cushion foam or other areas of workmanship will be warrantied for one (1) year.

### **WOOD FRAMES – THREE (3) YEARS LIMITED**

If the teak or mahogany furniture fails structurally (i.e., broken frame) within three (3) years from the date of purchase, we will, at our option, replace, repair or refinish the product in the original color and style, if available, or in a similar color and style if the original has been discontinued. Wood frames require user maintenance and changes in the color of wood are normal and should be expected to occur over time as the natural material ages. Therefore, fading and color changes in wood frames is not covered by this warranty. Components such as chair feet are subject to wear and tear and are not considered part of the frame.

## **FABRIC ON CUSHIONS, SLINGS, UMBRELLAS AND FURNITURE COVERS – FIVE (5) YEARS LIMITED**

If the fabric on a cushion, sling or umbrella becomes unserviceable due to color or strength loss from normal usage and exposure conditions, including sunlight and atmospheric chemicals within five (5) years of the date of purchase, we will repair or replace the fabric in the original color and pattern if available, or in a similar color and pattern if the original has been discontinued. This warranty does not cover normal care and cleaning, damage from misuse or abuse, improper installation, or costs associated with replacement of the fabric, including labor and installation. Mildew and mold grow on dirt, pollen and other organic matter; so simple routine cleanings will prevent them from forming on fabrics. Helpful hints for removing mold and mildew are provided on our cleaning page. Any failures in stitching, zippers, sling rails, cording, buttons, cushion foam or other areas of workmanship will be warrantied for one year. The fabric will not be warrantied if deterioration, discoloration, fading, etc. is due to chemicals, cleaning products, sun lotions et al, excessive use in commercial settings, extreme heat or sunlight.

### **VINYL STRAP – FIVE (5) YEARS LIMITED**

If a strap breaks within five (5) years of the date of purchase, a replacement strap will be sent directly to the client, in the original color and style, if available, or in a similar color and style if the original has been discontinued. If a strap becomes faded or mildewed within two years of the date of purchase, a replacement strap will be sent directly to the client, in the original color and style, if available, or in a similar color and style if the original has been discontinued. The vinyl strap will not be warrantied if the deterioration, discoloration, fading, etc. is due to chemicals, cleaning products, sun lotions et al, excessive use in commercial settings, extreme heat or sunlight.

### **STONE, MARBLE, AND RESINWOOD TOPS – THREE (3) YEARS LIMITED**

If a stone, marble, or Resinwood table top fails structurally within three (3) years from the date of purchase, we will, at company option, repair or replace the table top, in the original color and style if available, or in a similar color and style if original has been discontinued. Painted decorations on tabletops may fade when exposed to direct sunlight. This fading is excluded from the warranty. See other exclusions under the Exclusions section. Natural stone tops are sealed at the factory and should be re-sealed annually for proper care and maintenance.

### **UMBRELLAS AND UMBRELLA BASES – ONE (1) YEAR LIMITED**

If an umbrella or umbrella base fails structurally within one (1) year from the date of purchase, we will at our option, repair or replace the umbrella or umbrella base, in the original color and style, if available, or in a similar color and style if the original has been discontinued.

### **COMPONENT PARTS – ONE (1) YEAR LIMITED**

If a component part (glide, bolt, wheel, etc.) fails due to manufacturing defect within one (1) year from the date of purchase, we will at our option, repair or replace the part in the original color and style, if available, or in a similar color and style if the original has been discontinued.

### **SHIPPING AND HANDLING**

If required, we will pay for shipping of damaged or replacement products within the continental U.S. for a period of one (1) year from the date of purchase. A processing fee will be added to all orders.

# WARRANTY

## LIMITED WARRANTY

This warranty is a limited warranty. Regular care and maintenance is required to maintain the warranty. Warranty applies to the original purchaser only. Proof of purchase including original receipt showing items purchased is required. Photographs/digital images may be required in certain instances. Warranty coverage begins on the date

of purchase. In some cases, there will be a pro-rated charge for the time the product was in use. If a color or model has been discontinued and replacement is required, we reserve the right to replace the affected item only with a similar color or model. This is a residential warranty and does not apply to commercial use.

Note: The Company or its suppliers may discontinue any component part such as fabric, paint, etc. at any time.

## EXCLUSIONS

Failure caused by unreasonable or abusive use, fire, freight damage, acts of nature (such as, but not limited to, freezing or high winds), suntan oil or other chemicals, normal fading, scratching, or chipping of the finish, fading, weathering or staining or discoloration of furniture, accidental damage repair or modifications by consumer, glass breakage, commercial use and normal wear and tear are excluded from this warranty.

Defects that develop due to extreme climate conditions are not covered by this warranty.

Stone tops are handcrafted from natural stone. Color and grain variations are inherent in natural stone materials and are not covered under warranty.

This warranty does not apply to floor samples or "seconds."

## WINTER STORAGE

During winter, all furniture should be stored indoors in an upright position to allow for proper water drainage. Storing furniture upside-down may cause water to accumulate and freeze inside the frame, causing serious structural damage that is not covered by this warranty.

## RETURN OF FURNITURE

If it becomes necessary to return furniture, the original purchaser must provide proof of purchase when making a claim. Photographs or digital images may be required in certain instances. Prior written authorization from us is required to obtain a Return Authorization (RA) number. This RA number must be attached to each piece of furniture returned to us.

For additional information or service, please contact Brown Jordan via phone or email or the retailer where the Brown Jordan furniture was purchased. We will render reasonable assistance in settling claims.

## RESIDENTIAL WARRANTY (outside North American continent)

Extruded Aluminum frames – Five (5) Years

Cast Aluminum frames – Five (5) Years

Upholstered frames – Five (5) Years

Woven Resin furniture frames – Five (5) Years

Wood frames – Two (2) Years

Stone, Marble and Resinwood tops – One (1) Year

Strap Life – Three (3) Years

Strap Color – One (1) Year

Fabrics, Slings, Covers, Umbrellas and Umbrella Bases – One (1) Year