

WARRANTY: CONTRACT / HOSPITALITY

CONTRACT LIMITED WARRANTY

CAST AND EXTRUDED ALUMINUM FRAMES – FIVE (5) YEARS 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 five (5) 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/glides are subject to wear and tear and are not considered part of the frame.

WOVEN FRAMES – FIVE (5) YEARS LIMITED

If the extruded aluminum frame fails structurally (i.e., broken frame or welds) under normal use or conditions within five (5) 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 warranted if the structural deterioration, unraveling, discoloration, fading, etc. is due to chemicals, cleaning products, sun lotions et al, extreme heat or sunlight. Components such as chair feet/glides are subject to wear and tear and are not considered part of the frame.

UPHOLSTERED FRAMES – FIVE (5) YEARS LIMITED

If the upholstered frame fails structurally (i.e., broken frame) within five (5) 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/glides 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 warranted for one (1) year.

WOOD FRAMES – TWO (2) YEARS LIMITED

If the teak or mahogany furniture fails structurally (i.e., broken frame) within two (2) 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/glides are subject to wear and tear and are not considered part of the frame.

FABRIC ON CUSHIONS, SLINGS, UMBRELLAS AND FURNITURE COVERS – ONE (1) YEAR 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 one (1) year 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 warranted for one year. The fabric will not be warranted if deterioration, discoloration, fading, etc. is due to chemicals, cleaning products, sun lotions et al, extreme heat or sunlight.

VINYL AND SUNCLOTH® STRAP – THREE (3) YEARS LIMITED

If a strap breaks within three (3) 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 one (1) year 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 strap will not be warranted if the deterioration, discoloration, fading, etc. is due to chemicals, cleaning products, sun lotions et al, extreme heat or sunlight.

CONCRETE, STONE, MARBLE, POLYMER AND RESINWOOD TOPS – ONE (1) YEAR LIMITED

If a stone, marble, or Resinwood table top fails structurally within one (1) year 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.

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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 are required. 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.

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, 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.

Note: Brown Jordan action and/or motion chairs are excluded from this warranty.

WINTER STORAGE

During winter, all furniture should be stored indoors in an upright position to allow for proper water drainage. Storing furniture upsidedown 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/digital images are required. 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 your Brown Jordan sales representative. We will render reasonable assistance in settling claims.