

Warranty

Commercial Chaise

3 YEAR LIMITED WARRANTY

WHAT IS COVERED

This product is covered under the manufacturer's 3-Year Limited Warranty against defects in materials and workmanship. If your furniture frame fails structurally due to inferior metals or welds during normal use within three years of purchase, the manufacturer will repair or replace the defective piece at no charge. Resin weave, cushions, umbrellas and table tops are warranted for 1-Year from date of purchase (see exclusions). Peeling, crackling, blistering, discoloration or fading are also warranted for 1-Year from the date of purchase. Warranty is to the original purchaser and is non-transferable. Proof of purchase (dated register receipt) and in some cases, photos of product are required for warranty claims. Lack of original receipt will void the warranty. We reserve the right to make substitutions with similar merchandise, if the model in question is no longer in production.

WHAT IS NOT COVERED

This warranty excludes: freight damage, furniture damaged by acts of nature, abuse or lack of proper care, vandalism or improper assembly. Discoloration or fading of straps or fabric or finish as a result of chemicals or spills is not covered. Glass, tile, and stone are not covered against breakage; frames and hardware are not covered against corrosion or rusting and/or rust stains are not covered. Furniture sold "as is", display models and/or clearance items are not covered. In addition, purchased parts are not covered under this warranty. Exclusion also includes time for loss of use, inconvenience, travel, packaging or any other incidental or consequential damages. If the product is not warranted, it remains the customer's responsibility for freight and packaging charges to and from our service center.

Care and Maintenance

Cover the furniture with outdoor furniture covers when not in use.

Before using your table and chairs for the first time, wipe frames with a clean, dry cloth. For regular cleaning, wash with mild soap and water and rinse. Do not use abrasive materials or strong detergents.

Before storing your outdoor furniture, drain all water that may have accumulated in or around the furniture frame. If not drained properly, water can cause freeze damage.

Store the cushions in a dry area away from the elements when not in use.

Clean the cushions by hand with a mild solution of soap and water. Rinse thoroughly without soaking, and set the cushions on their side to allow them to air dry. Do not machine wash or tumble dry as cushions may shrink. Do not use bleach or solvents on fabrics.

Cold Climates:

Table top must be stored flat (not on its edge) in a dry location where temperatures will not fall below 32° F (0° C).

If, within the stated warranty period, this product is found to be defective in material or workmanship, the purchaser must contact the customer service department at 1-877-931-7378. Email: custserv@huayueusa.net. Customer Service hours: Monday to Friday 9:00AM -5:00PM CST