



Design
Living
Outdoor

Red Star Traders, LLC

Warranty/Return Policy

Continental United States of America
Version January 1, 2013

Thank you for your purchase of a Red Star Traders product. We are committed to your satisfaction and look forward to serving you again. We hope the following warranty guidelines will clearly outline our policies and practices which are designed to minimize your inconvenience in the event you should receive an item that fails to meet your expectations. Should you have any questions, please contact us by email: customerservice@redstartraders.com

All warranties apply to the original RST customer only, and begin at the date of purchase. Proof of purchase is required with all claims.

TWO TYPES OF RETURNS

- **Warranty** return defined as a product found to be defective under the Warranty criteria established below.
- **Not-100% Satisfied** for any reason outside of the Warranty criteria below.

RED STAR TRADERS WARRANTY FOR ALL PRODUCTS

- RED STAR TRADERS, LLC (RST) hereby warrants that RST Living and RST Outdoor products to be free from defects in the material or workmanship to the original consumer purchaser for a period of one (1) year from the date of purchase. The word "defects," as used in this warranty, is defined as a defect which impairs the utility of the product.
- This warranty is expressly limited to the repair or replacement of RST products having defects in material or workmanship. If a component is determined to be defective, within the terms of the warranty, RST will furnish a replacement component at no cost. If the entire product is found to be defective, upon inspection by RST, RST may repair or replace the product at its sole discretion.
- This warranty applies under conditions of normal use, but does not apply to defects or damage that result from intentional or accidental damage, weather or weather related conditions (including but not limited to wind, flooding, excessive heat or UV exposure), negligence or unreasonable use. (SEE ITEMS NOT COVERED UNDER WARRANTY BELOW.) This warranty applies only to product purchased and shipped to customers in the Continental United States and Canada.
- All implied warranties arising under state law are limited in duration to the applicable warranty period. Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.
- Liability for incidental or consequential damages is excluded to the extent exclusion is permitted by law. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.
- This warranty gives you specific legal rights and you may also have other rights which vary from state to state, within the Continental United States.
- Immediately report any defect to RST by calling (877) 924-2090 option 2 or you can send email to customerservice@redstartraders.com. You must include a copy of your sales receipt or other proof of purchase for warranty consideration.
- In the event that a package arrives damaged, refuse the shipment and contact RST by calling (877) 924-2090 option 2.
- To the extent permitted by law, all sales of RST products are governed by Utah law, without giving effect to its conflict of law provisions.

ITEMS NOT COVERED UNDER WARRANTY

PLEASE REVIEW CAREFULLY

- This warranty does not apply to any damage caused by shipping, accidents, fading, staining, natural weathering, misuse, alterations or repairs. No other person is authorized to assume liability on behalf of RST, and in no event shall RST be liable for any contributory or subsequent damage related to the merchandise purchased from RST.
- Any failure caused by unreasonable use or abuse.
- Rust seepage or bleeding from crevices or hidden, non-finished surfaces inherent in some ornate designs;
- Rusting and/or oxidation of frames resulting from exposed metals that have been scratched, chipped or not maintained as outlined in the care and maintenance instructions;
- Natural fading or discoloration of fabrics beyond warranty period;
- Natural fading, color variations, veining, crazing or hairlines, shaling, patinas or fillers necessary and inherent to certain types of natural stone.
- Normal fading of frame finish;
- Accidental damage (including fire, wind or other acts of God).
- Permanent stains caused by lotions, oils or other substances.
- Hard-water deposits or calcium build-up due to minerals found in regional water supplies.
- Table tops installed and/or used with other manufacturer's table bases, or incorrect installation of the base to the table top.
- Furniture used for commercial or institutional use.

Regular maintenance must be exercised as set forth in our Care Instructions below.

RED STAR TRADERS 100% CUSTOMER SATISFACTION GUARANTEE

- To receive a refund, you must contact RST by calling (877) 924-2090 option 2 or email customerservice@redstartraders.com.
- You may return new items PURCHASED DIRECTLY FROM rstoutdoor.com within 30 days of delivery for a refund of the cost of the product. The RST product must be returned in the original packaging, including any parts, accessories, manuals, and documentation and must be in resalable condition to receive the allowable refund.
- **You will be required to pay the cost of return shipping to Red Star Traders.**
- Items must arrive at our warehouse within 45 days of the original delivery to you to qualify for a refund.
- You can expect to receive your refund to be credited to your bank account within four weeks of the receipt of the product at our warehouse.
- You must provide a copy of your sales receipt for return consideration.
- To the extent permitted by law, all sales of RST products are governed by Utah law, without giving effect to its conflict of law provisions.

C A R E I N S T R U C T I O N S

METAL FRAME MAINTENANCE

RST metal furniture is designed to require minimum maintenance. Metal frames should be kept clean. Do not let dirt build up on the metal frames. Cleaning with mild soap and water, and seasonal touch-up of any scratches, chips or occasional rust seepage from crevices or hidden, unfinishable surfaces inherent in some ornate designs is all that is required. Touch-up pens in matching frame colors are available through your retail dealer. **Never leave furniture standing in water.** To keep your furniture looking its best, you may wish to store or cover your furniture when not in use for an extended period of time.

CUSHION CARE

RST uses quality 100% solution dyed acrylics or acrylic/polyester blended fabrics, and only the finest outdoor foam and fiber fillings. Fabrics have been treated to resist stains and water before leaving the factory. Regular cleaning with mild soap and water using a sponge or soft scrub brush is all that is required. Pillows and cushions should be stored in a deck-box or closet when not in use to prevent fading which is an inevitable result of UV exposure.

NATURAL AND FAUX STONE TOPS

All RST natural stone table tops, which includes Tumbled Marble, Polished Marble and Granite, are treated at the factory with an impregnating sealer that penetrates deep into the porous surface providing a long lasting barrier that locks out oils, water, stains and dirt.

- Spills should be wiped up quickly to avoid any staining on the surface. Regular cleaning with mild soap and water with a sponge or soft scrub brush is all that is required.
- Regular residential use should not require resealing for at least 2 to 4 years.
- Natural stone tops will fade in direct sunlight over time. This fading is a natural process and will be more noticeable on brightly colored stones and polished marble.
- Stone tops may be re-polished professionally, and always require resealing after polishing.
- Storing your natural stone top(s) when not in use for extended periods of time is recommended.

Corporate Offices:
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For additional information:
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