

The supplier name & details are withheld for clients

[REDACTED]

[REDACTED] FURNITURE CO., LIMITED

Factory add: [REDACTED]

E-mail: [REDACTED]

Mobile phone & Wechat & WhatsApp [REDACTED]

THE WARRANTY OF [REDACTED] FURNITURE

PRODUCT :

[REDACTED] furniture warrants its regular outdoor PE rope furniture ,solid teak furniture ,outdoor rattan furniture,stainless steel furniture products to be free from manufacturing defects. If follow the product installation and maintenance manual recommended by [REDACTED] FURNITURE, the product can enjoy the corresponding warranty service during the warranty period specified in this warranty clause.

INSTALLATION:

[REDACTED] FURNITURE warrants the installation integrity of these products from the date of purchase by the warranty period. Installation integrity means that the products are installed according to the [REDACTED] FURNITURE Installation Manual or the guidance from [REDACTED] FURNITURE staffs. [REDACTED] FURNITURE assumes furniture that have been installed as that which has been accepted. No credit will be given for products that have been installed with serious visible signs of defects or damage.

WORKMANSHIP :

[REDACTED] FURNITURE does not warrant installers' workmanship. Workmanship errors should be addressed to the contractor who installed the furniture .

MAINTENANCE :

Sweep or vacuum regularly to remove the dust.
Wash the cushion cover /pillow with a neutral detergent cleaner. Do not clean with a cetone,toluene and other chemicals without professional construction.
Wipe up wood wax oil on the teak surface to maintain the nature of wood .
Using a furniture cover when dont use it .

EXCLUSIONS:

The following are not covered by this warranty:

1. Improper installation.
2. Differences in color between products and samples or photographs.
3. Indentation and abrasion caused by improper loading including falling down and crushing.
4. Inappropriate end-user activities.
5. Any willful or accidental damage (fire, flood, etc.).
6. Damage to products that are a result of poor maintenance.
7. Damage caused by stains, excessive heat, cuts and/or other abuses that the furniture may be subjected to during use.

THIS WARRANTY IS MADE SUBJECT TO THE FOLLOWING CONDITIONS:

1. This warranty does not cover damage to the finish as a result of incorrect maintenance, accidents, neglect, or abuse, to include damage such as scratches, indentations, or discoloration.
2. All claims against surface wear must be easily visible and be at least 10 of the entire furniture.
3. [REDACTED] excludes any liability for lost profits or any other in direct, special or consequential damages. The remedies contained herein are the only remedies available for breach of this warranty.
4. [REDACTED] assumes no responsibility for incidental or consequential damages.
5. [REDACTED] will not pay labor costs to repair or replace materials with defects that were apparent before or at the time of installation.
6. If you have any question or a warranty claim, please contact [REDACTED]

WARRANTY PERIOD:

PRODUCT	LCL shipment	FULL HQ shipment
Aluminum with rattan weaving furniture	1 year	2 years
Aluminum with rope weaving furniture	1 year	2 years
Teak with rattan weaving furniture	1 year	2 years
Teak with rope weaving furniture	1 year	2 years
1. The warranty is fully transferable to the next owner as long as the furniture is used.		
2. If the third-party testing organization approved by both parties shows that there is a problem with the quality of the product, it is not subject to the warranty period and scope.		

