

2015 WARRANTY

This warranty is a limited warranty, and applies to the original purchase only. Proof of purchase is required. This is a residential warranty and does not apply to commercial use. This collection carries a limited warranty and is valid from original date of purchase to the original owner (proof of purchase required): NOTE: Glass breakage is not a warranted item.

Frame (Cast, Extruded Aluminum) – 5 Years

If the furniture frame fails structurally (i.e. broken frame or welds) within five (5) years from the purchase date, we will replace in the original color and style, if available or in a similar color and style if the original has been discontinued. Damage to frames or welds due to freeze damage and/or improper assembly are not covered.

Frame (Steel, Wrought Iron) – 1 Year

Wrought Iron and steel furniture is warranted for one (1) year from the original purchase date against defects in manufacturing and/or workmanship. **NOTE:** Steel and wrought iron are not warranted for rust, corrosion, or rust staining.

Wicker Weave (Resin) and/or Straps – 1 Year

Straps and/or wicker weave shall be warranted against separation or breaking for one (1) year from the date of purchase. Discoloration and /or fading due to exposure to elements, chemicals or harsh cleaning products are not covered.

Powder Coat and/or Paint – 1 Year

Finishes shall be warranted against blistering, cracking, or peeling for a period of one (1) year from the original date of purchase. We will replace in the original color and style, if available or in similar color and style if the original has been discontinued. Scratches, chips, and abrasion due to normal wear and tear are not covered.

Fabrics and Cushions – 1 Year

All fabrics and cushions shall be warranted against separation at the seams for a period of one (1) year from the original date of purchase by the initial consumer. We will repair or replace any cushion or fabric in the original color and style, if available, or in similar color and style if the original has been discontinued. Fading or discoloration due to exposure to harsh chemicals is not covered.

Sling Fabrics – 1 Year

All sling fabrics shall be warranted against separation at the seams for a period of one (1) year from the original date of purchase by the initial consumer. We will repair or replace any fabric in the original color and style, if available or in similar color and style if the original has been discontinued. Fading or discoloration due to exposure to harsh chemicals is not covered.

Umbrellas – 1 Year

Umbrellas are warranted against failure structurally within one (1) year from the date of purchase, due to manufacturer's defects only. Umbrella bases are NOT covered. **Note: Umbrellas should only be used with a table and umbrella base. Do not use in high wind or storms.**

Component Parts – 1 Year

If a component part fails due to manufacturing defects within one (1) year from the date of purchase, we will, replace the part.

Alternative Stone Tops – 1 Year

Tops are warranted for one (1) year against defects in manufacturing and/or workmanship.

Shipping

If necessary, Brown Jordan Services will pay for shipping of replacement product for a period of thirty (30) days from the date of purchase. After thirty (30) days, it will be the original purchaser's responsibility to pay for freight and any packaging costs. All orders will be assessed a handling fee and large items may require an additional handling fee.

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, such as chlorine or exposure to salt water, normal fading, scratching or chipping of the finish, fading, weathering or staining or discoloration of furniture, accidental damage, repair, or modifications by customer, glass breakage, normal wear and tear are excluded from the warranty. Furniture used in commercial, contract or any other non-residential applications; clearance items, display models, and all other as is purchased items are not covered under this warranty. In addition, Brown Jordan Services will not be responsible for loss of use or time, inconvenience, travel, packaging, or any other consequential/incidental damages. In no event shall Brown Jordan Services responsibility exceed the value of the replacement part/product.

Care and Maintenance

Be careful to never allow water to build up in frames as this will cause corrosion and freeze damage in cold climates. Wash all frames with a solution of mild soap and water. Rinse with clean water and dry with a soft absorbent cloth towel. Frames can be treated with a liquid wax for maximum protection against UV rays and/or salty damp air. If your set includes cushions, slings, and/or an umbrella they may be cleaned by hand with a solution of soap and water with a clean water rinse. (Never machine wash cushions, slings or umbrella covers as this will result in shrinkage or damage). After cleaning cushions tip on end and allow to drip dry. (Never use a commercial or home dryer to tumble dry fabric goods). Do not use bleach or solvents to clean any product! This will void the warranty. **Lack of original receipt will void warranty!**

Customer Service: Monday-Thursday 8:00 a.m.-5:00 p.m. EST and Friday 8:00 a.m.-4:00p.m. EST

By FAX: 805-405-0534 By PHONE: 866-391-4908 Address: 20 Kingbrook Parkway Simpsonville, KY. 40067