



RESIDENTIAL WARRANTY

Outdoor by Design is proud to offer the following warranty on all the products that we produce used in a RESIDENTIAL application.

If a frame structurally fails during normal use, or if the finish peels within fifteen (15) years from the original date of purchase, Outdoor by Design will repair or replace the frame in the original color and style, if not discontinued. If discontinued we will replace the piece with the nearest standard style and finish. Finish is warranted for five (5) on any products with cast components. If the original frame color has been discontinued we will provide a similar frame color.

Outdoor by Design will repair or replace fabric slings, cushions or vinyl straps for a period of two (2) years from the original date of purchase, for defects in materials and/or workmanship.

A Return Materials Authorization must be obtained prior to all returns. Returns without authorization will be refused.

What is not covered by the residential warranty

- Furniture used in a commercial or institutional application.
- Failure caused by abuse, neglect or acts of God.
- Failure caused by neglect of reasonable and necessary care and maintenance.
- Failure resulting from abuse or misuse of the furniture.
- Furniture submerged in water.
- Normal fading of finish, fabric and/or straps.
- Damage resulting from the use of bleach, ammonia, lotions and harsh or abrasive cleaners.
- Any cracks or breaks in extrusions resulting from freezing.
- Sling distortion.
- Glass or acrylic table tops.
- Stone tops other than manufacturer defects.
- Umbrellas.
- Freight damage.

How to obtain service

Contact an Outdoor by Design customer service representative with your original proof of purchase, detailed description of the problem including picture(s) to start the RMA process.

- Request assistance from your local representative.
- If not available, contact Outdoor by Design Customer Service with proof of original purchase and detailed information, including a picture of the problem or damage for further instructions.