



# LANDGRAVE WARRANTY

# WARRANTY

## GENERAL

This Warranty is given to the original purchaser. Landgrave warrants the following Landgrave products and parts against manufacturing defects only when put to "ordinary residential use" from the factory ship date (available from the authorized dealer) until the warranty expiration date and subject to the limitations and exclusions stated below.

- This Warranty is to the original purchaser only.
- This Warranty is not transferrable.
- This Warranty does not cover normal wear and tear or damage resulting from negligence; abuse; commercial or contract use; conditions resulting from any use for which the product was not designed; tampering or alteration; accidents; pets; after-market protective treatments; staining or discoloration caused by non-manufacturer approved cleaning products or techniques; surface spills; misuse; fading from direct sunlight (except as provided in the warranty for outdoor furniture); body oils; tanning lotions or other chemicals; and chipping, denting, scratching, and damages that occur after shipping the merchandise due to wrong handling of the product.
- This Warranty does not cover floor or display samples, or products designated "as is" at the time of purchase.
- This Warranty does not cover damage to our outdoor products caused by acts of nature including, but not limited to, water freeze, fire, and wind or any extraordinary weather condition or phenomenon.
- This Warranty does not cover finish failure caused due to exposure to indoor pool, salt water pool, or seaside use of our outdoor products, generated by neglecting to perform reasonable and necessary care as indicated on our website.
- This Warranty does not cover any use of interior fabric on our outdoor products, or natural fading of metal products, scratching or chipping of paint and Gloss finishes.
- Customer own material ("COM") are excluded from this Warranty. • Landgrave's obligations under this Warranty are limited to repair or replace the product(s) or part(s) covered by this Warranty that are, in Landgrave's sole discretion, found to be manufacturing defects or defective materials upon examination by an authorized Landgrave representative. Refunds are not available.
- This Warranty does not cover non-compliance with applicable laws, regulations, codes, certifications and manufacturing standards if the product(s) or part(s) are misused, improperly installed, or modified in any respect after shipment from Landgrave.

Components such as chair feet are subject to wear and tear and are not considered part of the frame.

If a component part (glide, bolt, bushing, plate, bolt, wheel, etc.) fails due to manufacturing defect within one (1) year from the date of purchase, we will at our option, repair or replace the part in the original color and style, if available, or in a similar color and style if the original has been discontinued.

Note: The Company or its suppliers may discontinue any component part such as fabric, paint, etc. at any time.

Failure caused by unreasonable or abusive use, fire, freight damage, accidental damage repair or modifications by consumer, are excluded from this warranty.

Failure of furniture frames or welds arising from unreasonable, abusive or improper use is not covered by this warranty.

• Failure of furniture or parts caused by neglect of reasonable and necessary care and maintenance are excluded from this warranty.

All sales are made FOB factory. Title to the merchandise passes to the freight carrier and to the purchaser at time of shipment.

Cost generated of field repairs NOT authorized in writing by Landgrave are not covered by this warranty.

Purchaser will be responsible for return freight after one year from date of purchase.

## FINISHES

Finishes that are properly maintained are guaranteed for three years, for residential use and one year for commercial use.

Frame Finishes: To maintain, wash with a mild natural soap and warm water solution. Prepare a solution of 1/4 cup of mild soap per gallon of water. Use a soft sponge or cleaning rag to clean aluminum frames. Rinse with clean water. It is recommended that furniture inland away from salt air environments be cleaned quarterly or as needed. Furniture near coastal areas, \*salt spray must be cleaned from frames on a regular basis (Bi-monthly) or finish may oxidize, discolor and/or blister. Salt spray build up over time without proper cleaning will deteriorate the frame's finish. Finish failure due to improper cleaning will void Landgrave's warranty. CAUTION!!! When using floor cleaning chemicals such as chlorine or muriatic acid, furniture MUST be removed from area. Floors MUST be thoroughly rinsed with clean water prior to replacing furniture. Residue from cleaning chemicals may deteriorate the frame's finish.

See "Care and Maintenance" on our website [www.landgrave.com.mx](http://www.landgrave.com.mx)

For verification purposes, it is required that a maintenance sheet be maintained. This sheet must be kept to insure proper cleaning schedules. A cleaning log sheet must have date of cleaning and printed name and signature of person who performed the cleaning. This will help insure furniture and Aluminum umbrellas are properly maintained. As a result of proper cleaning, this will prevent frame painted finish in a salt environment from blistering and/or oxidizing. To maintain an attractive paint finish, apply a coat of car wax (use as instructed) every 4-6 months. We will repair or refinish the frame in the original color and style, or in a similar style if color or model has been discontinued.

## FRAMES

5 years for residential use and one year for commercial use. If the cast or extruded aluminum frame fails structurally (i.e., broken frame or welds) under normal use or conditions and that has received regular care and maintenance, we will at our option, replace or repair the frame in the original color and style, if available, or in a similar style if color or model has been discontinued. This is a limited warranty. Proof of purchase along with photos of the damaged goods will be required showing customers original sales order with name of original purchaser, date with product model numbers and descriptions.

## FABRICS

Landgrave warrants outdoor fabrics on cushions and slings, which have been properly maintained and cleaned per manufacturer's instructions, against mildew for one (1) year when put to ordinary residential use. This Warranty, however does not cover damage caused by water freeze, and the following are not material or manufacturing defects and are not covered by this Warranty: Color variation, natural fiber graining, yarn slubs and textural changes such as "naps" (the raised, fuzzy surface on fabrics such as velvet) that will show as visible hue or color changes after use (crushing and shading); slight and gradual wear including "pilling" (the formation of small balls of fuzz on the fabric surface) due to the friction of normal use; and stretching and wrinkling due to normal use since these characteristics are inherent to material unique nature. Loss of resiliency should not be confused with the slight and expected softening and flattening of the polyester fiber, feather and down mixture, and foam components that occur as a result of normal use and aging. Such flattening and softening is not a material or manufacturing defect, and is not covered by this Warranty. This warranty does not cover normal care and cleaning, damage from misuse or abuse, improper installation, or costs associated with replacement of the fabric, including labor and installation. Preventing mildew and mold grow on dirt, pollen and other organic matter; its accomplished by simple routine cleanings. Please check our maintenance and care section in our website. Any failures in stitching, zippers, sling rails, cording, buttons, cushion foam or other areas of workmanship will be warranted for one year. The fabric will not be warranted if deterioration, discoloration, fading, etc. is due to chemicals, cleaning products, sun lotions et al, use in commercial settings, extreme heat or sunlight.

## PROCEDURES

Warranty claims must be made in writing through the Landgrave authorized dealer from whom the furniture was purchased. To exercise your rights under this Warranty, please retain your dated receipt or proof of purchase indicating item style and fabric as you will need to submit such dated receipt or proof of purchase when making a claim.

## UMBRELLAS

If an umbrella or umbrella base fails structurally within one (1) year from the date of purchase, we will at our option, repair or replace the umbrella or umbrella base, in the original color and style, if available, or in a similar color and style if the original has been discontinued.

## MATERIALS USED

For finishing: Akzo Nobel Polyurethane Powder Coating adapted for electrostatic application.

For frames: Aluminum.

Woven fiber: Rehau High Density Polyethylene With UV Stabiliser and Colour Masterbatch.

Sunbrella: 100% Acrylic Fiber.

*Landgrave*<sup>®</sup>

[www.landgrave.com](http://www.landgrave.com)