

## Limited Warranty

# RATANA

**Frame & Material Coverage – Please see <https://ratana.com/warranty/>**

### Stainless Steel Frames

- **15 Years:** Structural failure (broken tubes or welds)
- **3 Years:** Weaving or finish defects
- Normal wear such as scratches or chips and minor finish variations are **not covered**.

### Extruded Aluminum Frames

- **15 Years:** Structural failure
- **3 Years:** Weaving, woven padded seats/back, or finish defects
- Normal wear, foam softening, or fabric pilling are **not covered**.

### Woven & Rope Materials

#### Resin Wicker / Dura-rope™ / Durastrap™

- **3 Years:** Abnormal fading or discoloration due to material defects
- Fading, unraveling, or damage from sunlight, chemicals, or water exposure are **not covered**.

### Tables & Surfaces

#### Durawood / Aluminum Tops & Bases

- **3 Years:** Structural failure or finish defects (peeling, cracking, or blistering)
- Rust and UV damage from extreme sunlight are **not covered**.

#### Composite Marble / Faux Stone Tops

- **2 Years:** Structural or finish defects

#### Sintered Stone Tops

- **15 Years:** Frame structure
- **3 Years:** Surface finish defects
- Scratches, marks, or damage from misuse (such as sitting or placing heavy objects) are **not covered**.

### Fire Pits

- **Frame Structure:** 15 Years
- **Aluminum or Sintered Stone Top Finish:** 3 Years
- **Burner System / Gas Valve:** 2 Years (Aluminum) / 5 Years (Stainless Steel)
- **Windshield:** 1 Year
- **Fire Glass, Pebbles, and Lava Rocks:** Not covered

### General Exclusions

- Normal wear and tear (scratches, chips, fading)
- Minor color, texture, or surface variations
- Damage from chemicals, UV exposure, or improper care
- Climbing, sitting, or misuse of furniture or table surfaces

### Furniture Cover (“EcoLoom”)

- 1-Year Limited Warranty against manufacturing defects in materials and workmanship from the date of purchase.
- Fading or discoloration due to weather, chemicals, oils, stains, or water damage is not covered.

### Hardware, Parts & Components

- 1-Year Limited Warranty for parts such as seat straps, leg glides, adjustable legs, bolts, wheels, spring pads, swivel mechanisms, and motion pieces.
- Covers manufacturing defects in materials and workmanship only.

### Outdoor Cushions, Slings & Fabrics

- 1-Year Limited Warranty against manufacturing defects.
- Fabric coverage extends only to the supplier’s warranty:
  - Sunbrella: [sunbrella.com/warranty](https://sunbrella.com/warranty)
  - Bella-Dura: [bella-dura.com/warranty](https://bella-dura.com/warranty)
  - Outdura: [outdura.sattler.com/warranty](https://outdura.sattler.com/warranty)
  - Batyline Sling: [sergeferrari.com/batyline-iso](https://sergeferrari.com/batyline-iso)
  - Stamskin: [sergeferrari.com/stamskin-top](https://sergeferrari.com/stamskin-top)

### Not Covered:

- Fading, discoloration, or mildew caused by dirt or improper care.
- Cushion or foam softening due to normal use.
- Shrinkage from improper cleaning.
- Customer’s Own Material (C.O.M.) fabrics.

### Sling Fabrics (Textilene / Padded Sling)

- 2-Year Limited Warranty against manufacturing defects and tearing.
- Normal sag or sag recovery variations are not covered.
- Fading or discoloration due to elements or spills is not covered.

### Exclusions (Not Covered Under Any Warranty)

- Lack of routine maintenance.
- Corrosion or finish failure from salt or pool environments without regular cleaning.
- Abuse, misuse, modification, or improper assembly.
- Damage from nature, vandalism, fire, or harsh chemicals.
- Glass breakage or chipping.
- Normal wear such as scratches, chips, fading, or foam softening.
- Flattening or compression of cushions.
- Abrasion damage to powder coating or finishes from stacking.
- Tubing damage from freezing temperatures.
- “As-is” or clearance items.
- Minor surface variations in color, texture, or finish.
- Product modifications by reseller or consumer.