

WHAT IS COVERED

We warrant to you, the original purchaser that with the exceptions stated below, the furniture you have selected is free from defects in material and workmanship.

Straps, slings, and cushions are warranted based on quality of workmanship, not fading, discoloration, mildew resistance or stretching.

HOW LONG DOES COVERAGE LAST

STRUCTURAL: 15 years for Aluminum & Wrought Iron, 3 years for Woven, starting from the delivery date. Coverage ends if the furniture is sold or transferred. For commercial use, coverage is 5 years for Aluminum & Wrought Iron and 3 years for Woven.

FINISH: 7 years from delivery. Ends upon sale or transfer. For commercial use, coverage is 5 years.

CUSHION: 1 year from delivery. Ends upon sale or transfer. Commercial use follows the current Hospitality Warranty.

WHAT WOODARD WILL DO

If within the Warranty Period, your furniture fails structurally or if the finish cracks, peels, or blisters-Woodard will, at our option, repair or replace the frame in the original color and style. If the strap breaks or pulls out of the frame within three (3) years from date of delivery, Woodard will send a replacement strap(s) directly to you upon receipt of the defective item(s). If the sling breaks or pulls out of the frame within one (1) year from date of delivery, Woodard will send a replacement sling(s) directly to you upon receipt of the defective item(s). In the event that a frame color, style or fabric has been discontinued, we reserve the right to substitute the defective frame, sling or cushion in a similar style or color at our option. Please note, because wrought iron is made from steel, small amounts of rust seepage may appear when used outdoors, mainly in the joints and crevices. This seepage is normal and is not covered under warranty. Regular maintenance (e.g. cleaning the furniture, touching up nicks and scrapes) must be exercised.

TO OBTAIN SERVICE

Any claim under this warranty should be initiated within the Warranty Period by contacting one of the following: any authorized Woodard dealer; or Woodard Customer Service by email at claims@woodard-furniture.com. Freight charges will be paid by Woodard for two (2) years from purchase for warranty claims – proof of purchase is required. Customer will be responsible for freight charges after the first two (2) years of the Warranty Period. Woodard reserves the right to examine all merchandise claimed to be defective. Upon approval of the claim, Woodard will authorize either repair or replacement of the defective furniture, strap or sling. No returns shall be accepted without a return authorization from Woodard.

WHAT IS NOT COVERED

This warranty does not cover and is void if damage is a result of freight/shipping, a failure caused by unreasonable or abusive use, acts of God, improper care, freeze damage, mildew, normal wear, fading or stretching of fabrics and vinyl straps, glass breakage, glides, if the furniture is used for commercial purposes (except where noted) or if the customer fails to provide reasonable and necessary care as outlined in the product information brochures.in

DISCLAIMER

This warranty is valid only in the 50 United States and Canada. This warranty is in lieu of any implied or other expressed warranties, Implied warranties, including any warranty of merchantability imposed on the sale of this furniture under State law, are limited to a fifteen (15) year duration for the frame and seven (7) years on the finish, a three (3) year duration for the strap and one (1) year duration for the fabric. Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you. Woodard shall not be responsible for loss of use, time, inconvenience, packing, travel, personal injury, or other consequential or incidental damages resulting from any defect in the product. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation exclusion may not apply to you. No person, firm or corporation is authorized to make any other warranty or assume any other obligation for the manufacturer in connection with the sale of these goods. Woodard reserves the right to make design, color, or fabric changes and/or discontinue any item(s) without notice. This warranty gives you specific legal rights, and you may also have other rights that vary from state to state.