

CERTIFICATE WARRANTY

Warranty Information

Blue Oak™ Outdoor furniture carries a 5-year limited warranty and is valid from original date of purchase to the original owner (proof of purchase required). This is a residential warranty and does not apply to commercial use.

Frame (Cast, Extruded Aluminum) – Five (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.

Wicker Weave (Resin) and/or Straps – Two (2) Year

Straps and/or wicker weave shall be warranted against separation or breaking for two (2) years 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 – Two (2) Years

Finishes shall be warranted against blistering, cracking, or peeling for a period of two (2) years 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.

Fabric on Cushions and Pillows – Five (5) Years

If the fabric on a cushion or pillow becomes unserviceable due to color or strength loss from normal usage and exposure conditions, including sunlight and atmospheric chemicals within five (5) years of the date of purchase, we will repair or replace the fabric in the original color and pattern if available, or in a similar color and pattern if the original has been discontinued. 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. Mildew and mold grow on dirt, pollen and other organic matter; so simple routine cleanings will

prevent them from forming on fabrics. Helpful hints for removing mold and mildew are provided on our use & care page. Any failures in stitching, zippers, cording, buttons, cushion foam or other areas of workmanship will be warranted for one (1) 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 or extreme heat.

Component Parts – One (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 – One (1) Year

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

Shipping

If necessary, Blue Oak Outdoor will pay for shipping of replacement product for a period of one (1) year from the date of purchase. After one (1) year, 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, 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, Blue Oak Outdoor will not be responsible for loss of use or time, inconvenience, travel, packaging, or any other consequential/incidental damages. In no event shall Blue Oak Outdoor's responsibility exceed the value of the replacement part/product.