

Warranty

CASTELLE 15 YEAR FRAME

THE ORIGINAL PURCHASER IS WARRANTED THAT CONSTRUCTION OF THIS PRODUCT IS FREE FROM DEFECTS IN MATERIALS AND WORKMANSHIP FROM THE DATE OF THE CUSTOMER'S PURCHASE, UNDER NORMAL RESIDENTIAL USE AS FOLLOWS:

15 YEAR FRAME & 5 YEAR FRAME FINISH

Usage in a residential setting: Castelle Furniture Company, Inc. warranty covers aluminum outdoor patio furniture frames and fire pit frames for fifteen years. If your Castelle Furniture frame fails structurally during normal usage within fifteen years, Castelle Furniture will repair or replace the outdoor furniture frame at manufacturer's discretion (with same or similar product if discontinued).

Warranty covers structural failure (broken frame or welds) when properly maintained. Improper assembly or exposure to sub-freezing temperatures is not covered. To avoid accumulation of moisture inside the frames, product must be stored in an upright position.

Warranty covers against peeling and blistering under normal use and proper maintenance. If the finish peels, cracks or blisters within five years, Castelle Furniture will repair, refinish or replace the frame at manufacturer's discretion (with same or similar product if discontinued). From time to time there may be minor variations in color and texture of finishes. **THIS WARRANTY SPECIFICALLY DOES NOT COVER SUCH MINOR VARIATIONS IN COLOR AND TEXTURE OF FINISHES.**

This warranty does not cover the following: Cracking or shattering of glass tops; Damage to product due to acts of nature, misuse or abuse.

5 YEAR LIMITED FABRIC & 2 YEAR LIMITED CUSHION CRAFTMANSHIP

This warranty covers the fabric on cushions, slings, furniture covers, and umbrella fabrics, for a period of five (5) years from the date of purchase under normal usage and exposure conditions. Claims related to color fading, discoloration or strength loss from normal usage and exposure conditions are covered for five (5) years. This warranty covers the craftsmanship and construction of cushions, slings, furniture covers, and umbrella fabrics for a period of two (2) years from the date of purchase under normal usage. Any failures in stitching, zippers, sling rails, cording, buttons, cushion foam or other areas of workmanship will be warrantied for two (2) years.

All claims related to fabrics, do not include discoloration due to burns, pet damage, chemical spills, stains, nor does it include cuts in material. Variations in fabric sag and recovery due to the construction of yards are not covered. Breakdown of pillow back core interior liners are not considered a warranty defect as they are used for production purposes only. Customer's own materials (COM) are not covered. We advise the purchaser that softening of cushions, which is the result of normal use, should not be confused with loss of resiliency due to defects in construction of materials. This warranty does not cover damage to product due to acts of nature, misuse or abuse.

Regular care and maintenance are required to retain the warranty. Routine cleaning will prevent mold and mildew, which grow on dirt, pollen, and other

organic matter. Avoid removing fabric from cushions, using gas or electric power washers, or submerging cushions in water for cleaning.

2 YEAR FIREPIT BURNER & UMBRELLA

The warranty covers manufacturing defects in assembly.

This warranty does not cover damage to product due to acts of nature, misuse or abuse.

WARRANTY CLAIMS

Castelle Furniture Company, Inc will pay freight costs for the first year in the Continental U.S.. Labor is included for the first year from the date of purchase. After year 1 of ownership the shipping and handling of the product for repair shall be the responsibility of the purchaser, to and from our Florida warehouse facility.

If identical materials are not available at the time of purchase, we reserve the right to substitute materials of equal quality. This warranty is based on a pro-ration calculation, determined by years of service (straight line method).

Manufacturer shall not be responsible for any incidental or consequential damages, including loss of time, usage, or money and our responsibility shall not exceed the value of the replacement product.

Manufacturer makes no other warranties, expressed or implied.

Manufacturer reserves the right to make minor changes or modifications and to discontinue frame finishes, fabrics, table tops or styles without notice.

CLAIM SUBMISSION

Claims or questions can be directed to our Customer Service Department at: warrantyclaims@castellefurniture.com

A photocopy of dated proof of purchase, photograph of damaged product, manufacturer item number, purchaser name, phone number, address and explanation of the problem should accompany any warranty request.

QUESTIONS & CONCERNS

PHONE 855-612-9800

EMAIL INFO@CASTELLEFURNITURE.COM

HEADQUARTERS

475 WEST TOWN PLACE, SUITE 200, ST. AUGUSTINE, FL 32092

SHOWROOMS

ATLANTA, GA

WITH A COMMITMENT TO EXCELLENCE AND LASTING LUXURY, THE SKILLED ARTISANS OF CASTELLE TAKE PRIDE IN CRAFTING EACH PIECE BY HAND. FROM OUR FOUNDRY TO FINE FURNISHINGS, THE ARTISTRY FORGED INTO EVERY ELEMENT IS A PRODUCT OF TRUE CRAFTSMANSHIP. THAT IS OUR PROMISE. VISIT CASTELLEFURNITURE.COM TO BROWSE OUR COMPLETE ASSORTMENT OF MERCHANDISE.