

## Capterra Casual Limited Warranty

Limited Warranties are non-transferable and are given to the original retail purchaser for all Capterra products that are intended for residential use only.

This finely crafted, high quality furniture is made from polyolefin plastic, which helps displace millions of water bottle caps bound for landfills and oceans each year. You may notice a few textured spots or slight colour variations in the material. Fear not, this is what makes Capterra furniture truly "GREEN" while giving you an incredibly durable and comfortable Canadian made product.

## Limited Residential Warranty

A Limited Residential Warranty applies to all materials used in the construction of our Capterra Casual products including but not limited to our Muskoka chair. We warrant these components to you, the original retail purchaser, to be free from material manufacturing defects. "Defects" is defined as imperfections that impair the original function of the product.

- Our furniture is guaranteed not to fade, discolor or chalk for a period of 3 years under "normal" use. Colour change due to weathering that is even and equal when exposed to the same or similar sunlight and other environmental conditions is excluded from the warranty because weathering will cause any coloured surface to gradually lighten, darken, or accumulate dirt or stains (the severity of these conditions depends on air quality, the geographic location of the property, and other local conditions).
- Our furniture is guaranteed for a period of 5 years under "normal" use not to crack, twist, split, splinter or delaminate. This also includes all hardware and fasteners where applicable.

## General Warranty Conditions

Capterra Casual shall not be liable for any failure, defect or damage resulting from or connected with the following:

- Assembly or handling of products after they leave our factory, including any lack of performance or improper performance in any way by the dealer or assembler
- The application of paint, varnish or other coating or chemical not approved by Capterra Casual or the application of heat or radiation from an external source such as a barbecue grill, another appliance, fire or refraction from windows or doors
- Any lack of compatibility between our products and any other product not manufactured by us that causes damage to or failure of our products
- Colour or pattern variance between any new replacement section or pieces and other sections or pieces. If the original product is not available, we retain the right to choose to provide replacement material of equal value or quality)
- Damage caused by acts of God, accident, neglect or abuse. **Capterra Casual does not recommend the use of pressure washers.** Please refer to our Product Care and Maintenance Instructions.
- Assembly of hardware, accessory items or defects caused by their assembly

The original purchaser is responsible for providing proof of purchase and a written description of the defect. Possible solutions are replacement or repair of the defective furniture, replacement or repair of defective component, or authorization repairs by a third party. **Warranty claims may be submitted to an authorized Capterra Casual Dealer or by Email: [info@capterracasual.com](mailto:info@capterracasual.com).** Once the documentation has been received and evaluated, the customer will be notified of the solution. If the product is not returned within 60 days of date of purchase, the customer is responsible for all shipping charges that may apply.

