CASTELLE 15 YEAR FRAME WARRANTY

The Original Purchaser Is Warranted That The 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 Company, Inc frame fails structurally during normal usage within fifteen years, Castelle Furniture Company, Inc 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 Company, Inc will repair, refinish or replace the frame at manufacturer's discretion (with same or similar product if discontinued). Please note that this warranty does not cover damage to the finish of outdoor aluminum furniture resulting from exposure to hard water stains, chemical spills, sunscreen or lotion residues, or other corrosive substances. These types of damage are considered environmental or accidental and are not the result of a manufacturing defect. Proper care and maintenance are the responsibility of the customer. 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. The solar lamp component used in the outdoor lanterns is covered by a 2-year limited warranty against manufacturing defects from the date of purchase.

5 YEAR LIMITED FABRIC & 2 YEAR LIMITED CUSHION CRAFTSMANSHIP WARRANTY

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 products 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 WARRANTY

The warranty covers manufacturing defects in assembly. This warranty does not cover damage to product due to acts of nature, misuse or abuse.

COMMERCIAL WARRANTY

5 YEAR EXTRUDED AND CAST ALUMINUM FRAME 5 YEAR FRAME FINISH

1 YEAR FABRIC, CUSHION, SLING AND UMBRELLA

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 damage, 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. Manufacturers reserve the right to make minor changes or modifications and to discontinue frame finishes, fabrics, tabletops or styles without notice.

CLAIM SUBMISSION

Claims or questions can be directed to our Customer Service Department by:

Email: 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.

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GENERAL INFORMATION

ACCEPTANCE OF ORDERS: All orders are subject to acceptance by manufacturer. Acceptance will be made in the form of an acknowledgment with an estimated ship date as verification. **Please forward all orders to orders@castellefurniture.com for processing.

ORDER INFORMATION: Before sending the manufacturer your order, please check to make sure the following information is included: billing and shipping address, phone and fax numbers, complete order information -quantity, style number, description, frame finish and fabric or table top pattern where necessary.

ORDER CANCELLATIONS / ORDER CHANGES: Special order changes and cancellations must be made within seven (7) days of receipt of order at manufacturer. Canceled orders will be charged a 25% restocking fee. All order changes and cancellations must be in writing.

PRICING: All prices shown FOB Sarasota, Florida. Pricing is subject to change without notice. Prices submitted on customer purchase orders are not considered binding. TERMS: Net 30 days available once credit is approved.

DELIVERY OF ORDERS: An approximate ship date is shown on every order acknowledgment. Manufacturer cannot be held responsible for delays beyond its control. If a dealer is unable to accept delivery of merchandise shipped on or about the

acknowledgment ship date, storage of the merchandise will be arranged at a flat weekly fee for the dealer.

ROUTING: Unless specified in writing by the customer, all orders will be shipped “Best Way” freight collect. Manufacturer will not be responsible for incremental freight expenses incurred by the customers whose discounts with freight carriers do not match those of manufacturer. Whenever possible, manufacturer will attempt to accommodate customers shipping requirements. If your company has special routing that is used, please forward a copy of these instructions to us with the purchase order.

CLAIMS AND CONCEALED DAMAGE: Please check all merchandise immediately upon arrival for any visual or concealed damage. Our products are inspected, properly packaged and then given to the trucking company. We are not liable for damages incurred in shipping or other mishandling of the product. If there is noticeable damage at the time of delivery, a claim should be filed with carrier immediately. All merchandise shipped F.O.B. from our plants requires the consignee to file the claim. If concealed damage is found, notify the carrier’s agent immediately for inspection. Save all cartons and packaging. The agent is required to issue a “concealed damage” report.

REPLACEMENT PARTS: Parts are handled through manufacturer’s customer service department. Please have all product information available when contacting them. If it is a warranty issue, the consumer is to contact the store where the items were purchased directly. Manufacturer reserves the right to repair / replace the defective merchandise with a similar style, fabric, tabletop or finish at our option.

QUESTIONS & CONCERNS

PHONE 855-612-9800

EMAIL INFO@CASTELLEFURNITURE.COM