

# WARRANTY POLICY

## WARRANTY

DuroGreen Outdoor® (“DuroGreen”) is proud of the quality of our furniture and is happy to provide a warranty to the original purchaser of our product. DuroGreen offers a limited warranty (for normal use) against the structural failure of our furniture for up to 20 years for residential use and up to 5 years for commercial use. Residential and Commercial warranties begin at date of purchase as follows:

### 20-YEAR HDPE MATERIALS

Warranty covers high-density polyethylene (HDPE) products. Our HDPE is free from material defects and will not crack, splinter, chip, rot, or peel for 20 years of residential use and 5 years of commercial use.

### 5-YEAR ALUMINUM FRAMES

Warranty covers the structural integrity of the aluminum frame. Welds and joints will not break or crack for 5 years of residential use and 1 year of commercial use.

### 5-YEAR FABRICS

Warranty covers all fabrics used in our pillows. Fabrics are protected against becoming unserviceable due to color or strength loss from normal usage and exposure conditions including sunlight, mildew, and atmospheric chemicals for 5 years of residential and commercial use.

## LIMITATIONS AND EXCLUSIONS

Warranty does not cover the following:

- damage to product due to misuse, abuse, or acts of nature
- commercial, contract, rental, institutional or other non-residential use
- normal wear and tear effects on pillows and cushions
- damage due to unauthorized repairs, alterations, or improper assembly

DuroGreen is not responsible for incidental or consequential damages, loss of time, usage, or money and our responsibility shall not exceed the value of the replacement product.

We will repair or replace any product determined by our customer service department to contain manufacturing defects.

No cash refunds will be made. Shipping and handling are not covered by this warranty. DuroGreen makes no other warranties, expressed or implied.

## CLAIM PROCEDURE

To make warranty claims or for problems and comments, please contact our customer service department. 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.