



Warranty and Returns Policy

Thank you for your purchase of your RST, LLC (RSTbrands) product. We are committed to 100% customer satisfaction and look forward to serving you again and again. The following warranty guidelines will outline our policies and practice designed to minimize inconvenience in the event your product fails to meet your expectations.

Should you have any questions, please contact us by email: customerservice@rstbrands.com

All warranties apply to the original RST customer only and begin at the date of purchase. Proof of purchase is required with all claims.

RST's WARRANTY FOR ALL PRODUCTS

- RST represents that our products are free from defects in the material and workmanship for the original consumer purchaser for a period of one (1) year from the original date of purchase. The word "defects" as used in this warranty, is defined as a defect which impairs the quality of utility of the product.
- This warranty is limited to the repair or replacement of RST products having defects in material or workmanship.
- If a component is determined to be defective within the terms of the warranty, RST will furnish a replacement component at no cost to you. If the entire product is found to be defective with sufficient evidence, RST may repair or replace your product at RST's discretion.
- This warranty applies under conditions of normal use, but does not apply to defects or damage that result from intentional or accidental damage, weather related conditions (including but not limited to wind, flooding, excessive heat or excessive UV exposure), negligence, unreasonable or commercial use. (Please refer to "Items Not Covered Under Warranty" below.)
- This warranty applies only to product purchased and shipped to customers in the continental United States and Canada.
- All implied warranties arising under state law are limited in duration to the applicable warranty period. Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.
- Liability for incidental or consequential damages is excluded to the extent the exclusion is permitted by law. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.
- This warranty gives you specific legal rights and you may also have other rights which may vary from state to state.
- Immediately report any defect to RST by calling (877) 924-2090 or contact us by email at: customerservice@rstbrands.com.
- In the event that a package arrives damaged, refuse the shipment or contact RST by calling (877) 924-2090.



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- To the extent permitted by law, all sales of RST branded products are governed by Utah law without giving effect to its conflict of law provisions.

RST Brands CUSTOMER SATISFACTION GUARANTEE

- To receive a refund, you first need to contact RST by calling (877) 924-2090 option 2 or send us an email at: customerservice@RSTbrands.com.
- You may return new items purchased DIRECTLY from RSTbrands.com within 30 days of delivery for a refund of the cost of the product. The product(s) must be returned in the original packaging, including any parts, accessories, manuals, and documentation and be in resalable condition.
- You will be required to pay the cost of return shipping to RST's warehouse location.
- Returned products must arrive at our warehouse within 45 days of the original delivery to qualify.
- You should receive your refund to be credited to your bank account within 3-4 weeks.
- You must provide a copy of your sales receipt or other acceptable proof of purchase.
- To the extent permitted by law, all sales of RST products are governed by Utah law, without giving effect to its conflict of law provisions.

ITEMS NOT COVERED UNDER WARRANTY

- Commercial or Institutional use including, but not limited to: multi-family residential units, hotels, resorts, and other commercial related institutional applications.
- Damage caused by shipping, accidents, fading, staining, natural weathering, misuse, alterations or repairs. No other person is authorized to assume liability on behalf of RST and in no event shall RST be liable for any contributory or subsequent damage related to the merchandise purchased from RST.
- Failure caused by unreasonable, unforeseen use or abuse.
- Rust, seepage or bleeding from crevices or hidden, non-finished surfaces inherent in some ornate designs and/or oxidation of frames resulting from exposed metals that have been scratched, chipped or not maintained as outlined in the care and maintenance instructions.
- Natural fading, color variations, veining, crazing or hairlines, scaling, patinas or fillers necessary and inherent to certain types of natural stone. Normal fading of frame finish;
- Accidental damage (including fire, wind or other acts of God).
- Permanent stains caused by lotions, oils or other similar substances.
- Hard-water deposits or calcium build-up due to minerals.
- Table tops installed and/or used with other manufacturer's table bases or incorrect installation of the base to the table top.
- Failures caused by any third party product, service, or system connected in conjunction with RST products.