



www.DavidFrancisFurniture.com



GENERAL INFORMATION
TERMS & CONDITIONS

GENERAL TERMS

EXCLUSIVITY

All furniture contained in this catalog are David Francis, LLC exclusive designs. The content of our catalog, website and all marketing materials are protected under copyright.

PRICES

Prices are NET, and are FOB David Francis, LLC, Vero Beach, Florida. Prices do not include shipping or local delivery charges, sales and other taxes. There is no extra charge for packing or cartoning for delivery within the continental United States. Crating services are available for an additional fee. There is no minimum order required to set up an account with David Francis, LLC.

PRICE QUOTES

Written price quotes are good for 30 days. After initial 30 days, all prices must be quoted again. David Francis, LLC will not be held responsible for honoring quotes older than 30 days.

SALES TAX

Customer is responsible for all sales or use taxes assessed on the products, sale or delivery of the products. For any shipment within the state of Florida, the State requires that David Francis, LLC collect the applicable sales tax, unless a current Florida Resale Certificate is supplied by the purchaser.

TERMS

Credit Card Authorization forms will be emailed alongside the order acknowledgment with every new order placed. It is imperative that these forms are filled out, signed, and returned to CustomerCare@DavidFrancisFurniture.com to prevent any potential delays on your order. Upon receipt of your signed Credit Card Authorization, David Francis, LLC will charge a 50% deposit and your order will move into the production queue. Once your order is complete and enters the shipping department, this credit card on file will be charged for any outstanding balances, which will include all final and remaining amounts, along with any applicable shipping charges, surcharges, and storage fees.

NOTE: Production is scheduled upon receipt of the 50% deposit, and it is necessary for all balances to be settled in full before shipping or pick-up from our warehouse. David Francis, LLC reserves the right to require payment via check or wire transfer for large orders. Customers may also pay by check or wire transfer, please allow sufficient time for mail transit to avoid potential delays in your order or any associated storage fees.

SALES ORDER ACKNOWLEDGMENT

Upon receipt of a purchase order, David Francis, LLC will send a Sales Order Acknowledgment. Customers should check each Sales Order Acknowledgment for accuracy and immediately notify David Francis, LLC of any discrepancies. The printed Sales Order Acknowledgment is the final agreement between David Francis, LLC and the customer, superseding all previous communications regarding the order.

ORDER SCHEDULING

An order will be scheduled for production only after the following materials or information are received:

- Receipt of 50% deposit
- All COM material or selection of graded-in fabric
- Finish selection or custom finish approval in writing

RUSH CHARGES

As an option for customers on a tight deadline, David Francis, LLC may offer a "Rush" service. The rush charge is 20% of the total order (excluding freight) and covers the cost of the overtime work necessary to complete the rush order. All rush charges must first be approved, in writing, by both David Francis, LLC, and the customer.

FREIGHT TERMS

All orders are shipped FOB from our warehouse in Florida, unless other arrangements are made prior to shipment. Orders ship by LTL Freight. All deliveries are business-to-business curbside deliveries. Residential deliveries, or limited access deliveries, where available, will carry additional charges. ***White glove services are not included with any freight quote.**

INTERNATIONAL SHIPPING

International customers must make all payments via wire transfer and meet at least one of the following shipping conditions:

1. Be able to receive products at a domestic (United States-based) consolidator.
2. Work with a freight forwarder that can pickup from our Vero Beach, FL warehouse.
3. Arrange for direct container shipment FOB factory.

David Francis, LLC will provide shipment dimensions and weights and requested customs documentation, but you will be responsible for all other country-specific import arrangements and/or importation fees. For questions, please contact Customer Care at CustomerCare@DavidFrancisFurniture.com or 772-567-7769.

RETURNED MERCHANDISE

David Francis, LLC reserves the right to refuse any and all requests for product returns. Each request will be handled on a case by case basis and will be initiated with a written Return Goods Authorization form (RGA). All authorized returns must be shipped as prepaid freight in the original carton. All authorized returns will be examined and evaluated for repair, replacement or credit. Damages caused by insufficient packing and, or, the sign of usage may result in an additional adjustment to the final credit being issued. Unauthorized returns will be refused.

CANCELLATIONS

Once an order is placed with David Francis, LLC, it is considered final and binding. Cancellations requested after production has commenced will result in the forfeiture of the 50% deposit. If cancellation becomes necessary, customers are advised to contact Customer Care promptly for formal approval. Cancellation requests for orders that have not entered production will be subject to a 20% restocking and processing fee. Additionally, David Francis, LLC reserves the right to refuse any cancellation requests.

INSPECTION CERTIFICATES

Prior to shipment, each piece of David Francis, LLC furniture is carefully inspected. An inspection certificate is applied to each piece of furniture. This certificate states that prior to shipment, to the knowledge of David Francis, LLC, the piece was free of any defects in workmanship or materials.

DAMAGE IN TRANSIT

- David Francis applies ShockWatch labels on product packaging. A RED ShockWatch vial indicates rough handling. If RED, please note on the bill of lading "Damaged. ShockWatch label RED" and inspect shipment contents IMMEDIATELY.
- It is the responsibility of the receiving party to open and inspect the packaging immediately BEFORE SIGNING a Delivery Ticket. If the packaging or the item has obvious freight damage, REFUSE the shipment, and mark the Bill of Lading/Delivery Ticket as "DAMAGED". Please take clear photos of the damaged packaging, ShockWatch label, and/or damaged contents.
- If the receiving party refuses delivery of an order that is not damaged, you will be subject to restocking fees or re-delivery fees.
- If a shipment is refused, please contact our customer care department within (2) business days at CustomerCare@DavidFrancisFurniture.com. Any damage reported after (2) business days of your item's arrival to the receiving address will be denied. Be sure to include all photographs and order details for our review. Failure to include all requested information within (2) business days will result in the denial of your claim.
- **IMPORTANT:** If the receiving party signs the Delivery Ticket for your shipment "free and clear" or "pending inspection" without noting and reporting any damage, defect, or error, on the Delivery Ticket, you are responsible for all such damages and your damage claim with David Francis, LLC will be denied.

- **NOTE:** If you arrange your own pick up from the David Francis, LLC warehouse, you forfeit the right to claim any damage on your shipment with David Francis, LLC.
- **PLEASE NOTE:** Photographs shown online or in printed material display colors, textures, and character differently. Every David Francis, LLC piece of furniture is hand-crafted with natural materials resulting in variations in colors, grain patterns, texture, and characteristics. Each piece is hand-finished to order therefore finish samples must be regarded as an approximation of the final color. David Francis, LLC is not responsible for variations as these should be expected and will not be considered defects, damages, or manufacturing errors.

David Francis, LLC shall not be held liable for any damage, fire or other casualty, accident, strike, government action, embargo, hostilities or any other causes beyond David Francis, LLC's reasonable control.

CLAIMS

Any claim for repair or replacement must be presented in writing to David Francis, LLC within two (2) days of receipt of your order. Any expense incurred in the shipment of said goods will not be the responsibility of David Francis, LLC. David Francis, LLC's liability shall be limited to stated invoice price of any defective goods and shall in no event include profits or lost profits. All replacement orders for freight-damaged merchandise must be accompanied by a completed carrier inspection report.

SPECIAL ORDERS & MODIFICATIONS

All special orders that involve dimensional changes or other structural modifications must be quoted and approved in writing prior to acceptance. These orders require a non-refundable 50% deposit. Special order production will begin after David Francis, LLC has received the deposit and a signed copy of an approved drawing. Please contact our Customer Service department for more information.

STORAGE

If the customer cannot pick up or accept delivery of the order when David Francis, LLC is ready to ship, David Francis, LLC will warehouse the furniture, for up to 10 days with no charge. Any order requiring storage beyond 10 days will be subject to a monthly storage fee of 5% of the suggested retail price.

DIMENSIONS

Due to the hand-crafted nature of our products, dimensions noted in our catalog and website are approximate and are subject to slight deviation.

GENERAL TERMS

CUSTOMER'S OWN MATERIAL (COM)

The "COM" column in your Price Guide shows the number of yards of fabric required to upholster each piece based on a 54" roll of plain fabric. David Francis, LLC will not be held responsible for any remnant material. The chart above will allow you to compute the additional yardage required for matching repeats.

UPHOLSTERY

Please complete a COM Form to provide David Francis, LLC with specific instructions for applying your fabric. Otherwise, we reserve the right to determine which side of the fabric or leather is the face side and which is the top and bottom of the design.

If you select one of our graded in fabrics there is a charge of \$180.00 per yard, MSRP.

To be assured your fabric will be applied correctly, attach a cutting to COM Form, face side up, with an arrow drawn indicating which is the top or "up" direction. There are two ways of "topping" fabrics - Right Way or Railroad. Right Way is "topped" into the roll and Railroad is "topped" to the edge of the fabric. We reserve the right to make an additional charge if your cover material requires unusual handling or if you require special detailing. If so, we will notify you of the charge before proceeding.

NOTE: There will be an additional 7% charge for heavy fabric, leather, vinyl, laminated or woven material (such as twill), exploding fringe, twisted braid cording, and contrast welt. We reserve the right to make an additional charge if you require special detailing such as multiple fabrics for the same cushion.

SHIPPING COM MATERIAL

Your fabric should be sent to us prepaid and clearly side marked with your company name, purchase order number and product style number. We accept no liability for incidental or consequential damages.

PLEASE SHIP YOUR FABRIC TO:

David Francis, LLC
 3980 US Highway One
 Vero Beach, Florida 32960
 Sidemark: Company Name/
 Your P.O. #/Product #

REGISTERED COPYRIGHTS

David Francis, LLC's and its predecessor's, David Francis Furniture Corp., and The Trading Company, designs are protected under U.S. copyright. A complete listing of our registered copyrights is available at www.copyright.gov.

ENVIRONMENTAL STATEMENT

David Francis, LLC realizes the need to protect our environment, both on a local and global level. We feel it is vital to continually improve our manufacturing and business practices to ensure a healthy world for our employees, customers, and future generations. David Francis, LLC is a pioneer in using renewable materials such as rattan and bamboo. Additionally, we use only plantation-grown hardwoods, meaning no wood species are utilized from endangered rainforests. Our use of recyclable shipping materials and recycled pallets are other ways we conserve resources.

LAWS OF THE STATE OF FLORIDA PREVAIL

All matters arising out of or pertaining to any transaction conducted by virtue of this Catalog and Price Guide by and between David Francis, LLC and any party placing an order with David Francis LLC shall be construed in accordance with the laws of the State of Florida. Venue for any dispute shall be in Indian River County, Florida. David Francis, LLC cannot be held liable for any typographical errors found in this Catalog, Price Guide, and General Terms.

Additional Yardage Required For Matching Repeats

Fabric Width	Plain Fabric	2"-14" Repeat	15"-24" Repeat	25"-27" Repeat	28"-36" Repeat
54" / 50"	0%	20%	25%	30%	35%
48"	20%	35%	40%	45%	50%
45"	35%	45%	60%	70%	80%
36"	55%	65%	75%	80%	90%



INDOOR FURNITURE

RESIDENTIAL WARRANTY — INDOOR FURNITURE

David Francis, LLC warrants that all first quality products are free from manufacturing defect and will remain free from such defects during the warranty period with proof of purchase. For complete and current warranty details, please refer to page 9 or visit our website.

VARIATIONS

Our materials are first quality. Because these are natural materials, they are subject to variations in color, texture and character, especially under different climactic conditions. Although David Francis, LLC makes every effort to help alleviate cracking, materials such as wood, rattan, and bamboo respond differently in low humidity, high elevation and desert areas. Therefore, expansion, contraction and warping of these materials are beyond David Francis, LLC's control. We try very hard to avoid any wide variations in the materials we use. David Francis, LLC reserves the right to make modifications or alterations and to discontinue styles and finishes without notice.

SPECIAL NOTE ON RATTAN

Rattan is a vine that naturally grows in forests. It does not grow in a straight line. When harvested, it is dried and cut as straight as possible in many lengths for use in furniture construction. Rattan poles may have a slight curve to them. This is not a defect in the material but how rattan naturally grows in the forest. We try to select pieces of rattan that are as straight as possible. However, in the event you receive a piece of rattan furniture with a slight curve to one of the poles, we hope that you will understand this is a natural occurrence and not a cause for concern.

APPROPRIATE USAGE

David Francis, LLC's indoor products are designed and manufactured for indoor/interior use only. For complete and current maintenance information, please visit our website.

STORAGE BY OWNER

Due to the inherent nature of wood products, David Francis, LLC does not warrant any indoor product stored or set in place in an environment where temperature and humidity are not controlled. Temperatures must be maintained within a range of 50 to 80 degrees F (or 10 to 27 degrees C). The relative humidity must be maintained between 25% and 40%.

CUSHIONS — INDOOR

David Francis, LLC uses only the highest quality, eco-friendly materials in the manufacture of our cushions. Our standard polyfoam cushions are wrapped in Dacron® for additional softness and comfort. As an upgrade, we offer Spring and Down cushions on many of our lounge chairs, loveseats and sofas. These are noted in the product description in our catalog and website.

GRADED-IN FABRIC — INDOOR

We have partnered with Sunbrella® and InsideOut Performance Fabric to offer a selection of fabrics for use on our indoor furniture. COM/Muslin and graded-in fabric prices are listed in our Price Guide. Fabric swatches are shown on our website. Fabric samples are available on request.

FINISHES — INDOOR

All of our finishes are applied by hand. We use only the finest stains, paints and glazes to give our pieces their lasting beauty. We offer finishes for wood, crushed bamboo and rattan (with skin and without skin); however these materials absorb color at different rates, resulting in varying shades. A finish shown on rattan without skin will be lighter on wood, crushed bamboo and rattan with skin. We offer three levels of finishes:

- **STANDARD** - Most of our indoor pieces are available in a variety of standard finishes. There is no additional charge for a single Standard Finish.
- **PREMIUM** - Most of our indoor pieces are available in premium finishes for an up-charge of 15%. (Standard Price + 15%)
- **CUSTOM** - Most of our indoor pieces are available in custom finishes for an up-charge starting at 20%. (Standard Price + 20%⁽⁺⁾). Specialty finishes will carry additional costs. Custom and specialty finishes may include: matches to samples provided by customers; two-tone finishes (where available), high gloss and discontinued finishes. Call for details.

The standard sheen level for ALL David Francis finishes is 20 sheen (low-gloss). We feel the low-gloss sheen level best showcases and highlights our furniture. Any other sheen level (satin, semi or high gloss) is available as a custom finish.

A small number of our indoor pieces are available in a limited number of finishes only. These are noted in the product description in our catalog and website.

Touch-up paint is available upon request, for a fee. Please contact Customer Care for details.

FINISH SAMPLES

All of our finish samples are shown on rattan poles without skin. This will result in a richer, deeper color due to the exposed grain. Rattan without skins absorbs colors more readily than finishes applied to wood, crushed bamboo and rattan products with skin. Therefore, our finish samples will appear slightly darker. If you have any doubt about a color match, please contact us.

Samples are available upon request at no charge. However, David Francis, LLC cannot guarantee an exact color match between the sample and the actual finished item. Samples must be regarded as approximation of the final color. In order for us to match the finish sample you received, you must attach it to your purchase order. This is the best way to ensure you receive a color match.

STRIKE-OFFS

If you request a finish that we do not offer, please send us a chip or a paint color code for us to match. We will make a strike-off color match and send it to you for final, written approval before work is started. We offer (2) Complimentary finish strike-offs per order. Any additional strike-offs will be charged at \$50.00 each.

MATCHING FINISHES OF PREVIOUSLY ORDERED PIECES

If you are ordering furniture to be used with existing David Francis, LLC furniture, please understand that the finishes may not match. We strongly suggest that you submit an approved sample or a piece of furniture for use as a guide. We will prepare a strike off for your approval before beginning the finishing process. Without an existing piece to work from, David Francis, LLC cannot be held responsible for an exact color match.

FINISH SELECTOR

Full-color photographs of our standard finishes can be found in the back of our catalog and on our website. These photographs are an approximation of what the final finish will look like, depending on the material to be finished. Natural color variations in the raw materials and the absorbency of the fibers and grain will affect the final color. David Francis, LLC cannot be held responsible for slight color variations in the finish selector photographs or finish samples.

SPECIAL NOTE ON FINISHING

Because of the composition of the natural material, David Francis, LLC does not guarantee the adhesion of painted finishes. Some chipping may occur.



OUTDOOR FURNITURE

OUTDOOR FURNITURE

David Francis, LLC crafts exclusive outdoor pieces using the finest all-weather materials.

Our aluminum furniture is constructed with sturdy welds and high-quality powder-coating or epoxy finish, ensuring it will be both beautiful and resilient for years to come.

Our woven resin furniture is constructed with material which is insensitive to temperatures between -50 Fahrenheit to 140 Fahrenheit. It is UV resistant, polyethylene (PE) based, nontoxic and chlorine resistant. We weave this material over a welded, powder-coated aluminum frame or Epoxy painted aluminum frame.

TABLE TOPS/GLASS

Clear tempered glass is standard on our outdoor tables.

OUTDOOR FABRIC

For your convenience, we offer a selection of Sunbrella® solution-dyed acrylic fabrics and InsideOut Performance Fabrics. We also accept customer's own material (COM). For instructions regarding COM, please refer to "Customers Own Material" on page 3 of this guide.

CARE & MAINTENANCE

To properly maintain your furniture, wash it with a mild soap and warm water solution. Use a soft sponge or cleaning rag to clean. Rinse with clear water. Furniture *should be cleaned biweekly* to prevent salt build-up on the powder-coated finish. Crystallized salt may oxidize, discolor and/or blister the finish over time. Residue from floor or patio cleaning chemicals will deteriorate the finish. Furniture must be removed before cleaning floors or patios. For complete and current maintenance information, please visit our website. For fabric cleaning instructions, please visit the manufacturers' websites at www.Sunbrella.com/cleaning and www.OutsidePerformanceFabrics.com/how-to-clean.

If your cushion becomes saturated with water, unzip the cushion and stand it on its edge in a dry, sunny location. The zipper-side should be facing down to allow the water to drain through the opening. Cushions will typically dry in 24-48 hours depending on the level of saturation and the weather conditions during the drying process.

When cushions are not being used, you may also stand them on edge with the furniture frame. Doing so will reduce the surface area exposed to the rain and allow for faster drying.

LIMITED WARRANTY- OUTDOOR

Proper care must be maintained for warranty to be valid. No warranty coverage is provided for cushion content, fabrics, pillows, COM fabrics and glass. See limited warranty coverage below. For complete and current warranty information, please refer to page 10 or visit our website.

STORAGE

Do not store furniture frames in freezing conditions. Store frames in an upright position to prevent water build up in frames and allow water to drain. Water that has accumulated in a frame in a freezing environment may cause water to freeze and explode/crack the metal frame structure. This will void the warranty. When not in use, storing outdoor furniture in a covered area will better protect the frames and fabric from environmental damage.

RESIDENTIAL WARRANTY COVERAGE - OUTDOOR

Please review the chart below, which lists the warranty periods for our outdoor furniture and parts.

Note that this is a limited warranty. Proper care must be maintained for the warranty to be valid.

No warranty coverage is provided for cushion content, fabrics, pillows, COM fabrics and glass.

DAVID FRANCIS ALL-WEATHER LIMITED WARRANTY	
Product	Limited Warranty (Years)
Frames/Welds	3
Epoxy Paint	2
Powder Coat	2
Resin/Wicker	2
Cushion Workmanship	1

Note that this is a limited warranty. Proper care must be maintained for the warranty to be valid. See care and maintenance instructions on this page.

No warranty coverage is provided for cushion content, fabrics, pillows, COM fabrics and glass.

CALIFORNIA PROPOSITION 65 WARNING

At David Francis, LLC we take the safety and health of our employees and our customers very seriously. We have always protected the health of our customers and employees and the environment, not because of any law or award or recognition, but because it is the right thing to do.

Concerned over toxic chemicals in the environment, in 1986 the state of California enacted the Safe Drinking Water and Toxic Enforcement Act, known as "Proposition 65".

Many of the elements listed under Proposition 65 are common everyday additives found in products such as jewelry, lamps, ceramic tableware, lead crystal glasses, electric cords, automobiles, beauty products and furniture.

Because there is always a chance that wood dust or some other of the hundreds of ingredients listed in Proposition 65 could potentially be on our furniture or packing materials, we must include Proposition 65 warnings on our products or risk large fines under this law in California. In addition, we are required to use the exact wording for this warning specified by California: "This product can expose you to chemicals including [name of California Prop 65 substance (eg Wood Dust)], which is known to the State of California to cause cancer or birth defects or other reproductive harm. For more information go to www.P65Warnings.ca.gov/furniture."

The safety of our customers and our employees is of highest priority for David Francis, LLC. We are committed to making beautiful, superior quality furniture that lasts for generations. We are also committed to our employees, associates and customers as a responsible manufacturer of high end furniture. Be assured that we do everything possible to prevent harmful chemicals from coming into contact with you and your family.





Product Warranty Agreement - Interior Furniture

Warranty Coverage:

David Francis warrants that all first quality products are free from manufacturing defect and will remain free from such defects during the Warranty Period with proof of purchase. David Francis extends this warranty only to the end user of the purchased product, who is the party in possession of the purchased product once installed as usable furniture. It does not extend to any subsequent owner or other transferee of the product.

Warranty Period:

The original purchaser of David Francis is protected against defective workmanship for a period of ONE (1) year from the date of invoice. If the furniture proves defective, David Francis will replace or repair it, at our option and free of charge, provided it is returned promptly as directed, freight charges prepaid by the purchaser. The Warranty Period is not extended if we repair or replace the furniture. David Francis may change the availability of this warranty at our discretion, but any changes will not be retroactive.

Warranty Claims:

In no event shall liability under this warranty exceed the original purchase price of the furniture. No deductions for repairs in field will be allowed without specific written authorization. This warranty does not apply to furniture damaged by accident, abuse, neglect, improper use or misuse, nor does it apply to unauthorized repairs or freight or other transportation damage. In the event of any apparent damages to the furniture, customer must take the furniture out of service immediately.

No warranty coverage is provided for impact damage, normal wear and tear, indentions, scratches, and surface damage caused by failure to protect and maintain furniture properly or failure to follow the product instructions for care. No warranty coverage is provided for variations in color, grain or markings which are ordinary to natural products or which develop over time because of natural processes such as exposure to sunlight. No warranty coverage is provided for cushions, fabrics, pillows, COM fabrics and glass. This warranty is limited to first quality goods only and excludes outlet purchases.

No warranty coverage is provided for furniture that has been placed outdoors or exposed to the elements. David Francis' interior products are designed and manufactured for indoor/interior use only, in a humidity controlled environment. Any furniture that has been repaired, touched up, or altered by someone other than David Francis, LLC, will not be eligible for warranty coverage.

See "Care and Maintenance" specifications for maintenance instructions. Improper or insufficient maintenance will void this warranty.

To Obtain Warranty Service:

If you suspect manufacturer's defect, you must send photos, along with a written description of the defect, to the attention of David Francis Warranty Department. Please include a copy of your dated invoice, keeping the original invoice for your records. No items will be accepted without written approval from the David Francis Warranty Department. Returns not authorized by David Francis will be refused.

Replacements: David Francis, LLC will ship replacements to the original receiver address. David Francis, LLC is not responsible for receiving or final delivery costs.

Limitation of Liability:

The remedies described above are the purchaser's sole and exclusive remedies and David Francis' entire liability for any breach of this warranty. As stated herein, David Francis' liability shall under no circumstances exceed the actual amount paid by the purchaser for the furniture, nor shall David Francis under any circumstances be liable for any consequential, incidental, special or punitive damages or losses, whether indirect or direct. Notwithstanding the above limitations of liability, any claim related to the terms hereunder shall be subject to and governed by Florida law.



Product Warranty Agreement - Outdoor Furniture

Warranty Coverage:

David Francis warrants its frames and welds from breaking for a period of three (3) years. David Francis will repair or replace any frame that has structurally failed during normal use and that has received regular care and maintenance. This is a limited warranty, valid for first quality goods only and excludes outlet purchases. David Francis extends this warranty only to the end user of the purchased product, who is the party in possession of the purchased product once installed as usable furniture. It does not extend to any subsequent owner or other transferee of the product. The Warranty Period is not extended if we repair or replace the furniture. David Francis may change the availability of this warranty at our discretion, but any changes will not be retroactive.

Powder-coated finishes that are properly maintained are guaranteed for a period of two (2) years. To properly maintain your furniture, wash it with mild soap and a warm water solution. Use a soft sponge or cleaning rag to clean. Rinse with clear water. Furniture inland (away from salt air environments) should be cleaned quarterly, or more frequently, as needed. Furniture exposed to salt air must be cleaned monthly, or the finish may oxidize, discolor and/or blister. Residue from floor or patio cleaning chemicals will deteriorate the finish. Furniture must be removed before cleaning floors or patios. See "Care and Maintenance" on our website for further instructions. Improper or insufficient maintenance will void this warranty.

Woven resin is guaranteed against fading, cracking, and breaking during normal use for a period of two (2) years. Our woven resin furniture is constructed with Viro® and/or Ecolene® fibers, which is insensitive to temperatures between -50 Fahrenheit to 140 Fahrenheit. It is UV resistant, polyethylene (PE) based, non-toxic and chlorine resistant. See "Care and Maintenance" specifications for maintenance instructions. Improper or insufficient maintenance will void this warranty.

Cushion workmanship is guaranteed for one (1) year. The fabric manufacturer may offer an additional warranty.

Warranty Claims:

In no event shall liability under this warranty exceed the original purchase price of the furniture. No deductions for repairs in field will be allowed without specific written authorization. This warranty does not apply to furniture damaged by accident, abuse, neglect, improper use or misuse nor does it apply to unauthorized repairs or freight or other transportation damage. In the event of any apparent damages to the furniture, customer must take the furniture out of service immediately.

No warranty coverage is provided for impact damage, normal wear and tear, indentions, scratches, and surface damage caused by failure to protect and maintain furniture or failure to follow the product instructions for care properly. No warranty coverage is provided for cushions, fabrics, pillows, COM fabrics and glass. Any furniture that has been repaired, touched up, or altered by someone other than David Francis, LLC, will not be eligible for warranty coverage.

To Obtain Warranty Service:

If you suspect manufacturer's defect, you must send photos, along with a written description of the defect, to the attention of David Francis Warranty Department. Please include a copy of your dated invoice, keeping the original invoice for your records. No items will be accepted without written approval from the David Francis Warranty Department. Returns not authorized by David Francis will be refused.

Replacements: David Francis, LLC will ship replacements to the original receiver address. David Francis, LLC is not responsible for receiving or final delivery costs.

Limitation of Liability:

The remedies described above are the purchaser's sole and exclusive remedies and David Francis' entire liability for any breach of this warranty. As stated herein, David Francis' liability shall under no circumstances exceed the actual amount paid by the purchaser for the furniture, nor shall David Francis under any circumstances be liable for any consequential, incidental, special or punitive damages or losses, whether indirect or direct. Notwithstanding the above limitations of liability, any claim related to the terms hereunder shall be subject to and governed by Florida law.



RECEIVING POLICY AND GUIDELINES

Prior to shipment, each piece of David Francis, LLC furniture is carefully inspected. An inspection certificate is applied to each piece of furniture. This certificate states that prior to shipment, to the knowledge of David Francis, LLC, the piece was free of any defects in workmanship or materials. David Francis, LLC carefully wraps, boxes, and palletizes (when necessary) to ensure your furniture arrives safely at your delivery address. Although very rare, damage during transit may occur. Please follow the guidelines below when you receive your delivery.

David Francis applies ShockWatch labels on product packaging. A RED ShockWatch vial indicates rough handling. If RED, please note on the bill of lading "Damaged. ShockWatch label RED" and inspect shipment contents **IMMEDIATELY**.

If there appears to be damage to any part of the shipment, open and inspect the contents immediately **BEFORE SIGNING a Delivery Ticket**, the delivery driver is required to wait while the receiving party visually inspects the contents of the shipment for any physical damage only IF the exterior carton indicates possible damage. **If the packaging or the item has obvious freight damage, REFUSE the shipment, and mark the Bill of Lading/Delivery Ticket as "DAMAGED"**. Please take clear photos of the damaged packaging, ShockWatch label, and/or damaged contents.

After the receiving party refuses the shipment, please contact our customer care department within (2) business days at CustomerCare@DavidFrancisFurniture.com. Any damage reported after (2) business days of your item's arrival to the receiving address will be denied. Be sure to include all photographs and order details for our review. Failure to include all requested information within (2) business days will result in the denial of your claim.

IMPORTANT: It is your responsibility to ensure that all parties involved in receiving your shipments, including the warehouse, receiver, client, etc., comply with our requirements. Signing a delivery ticket as "free and clear" or "pending inspection" confirms that the shipment arrived in good condition and was complete. If the receiving party signs the Delivery Ticket for your shipment "free and clear" or "pending inspection" without noting and reporting any damage, defect, or error, on the Delivery Ticket, you are responsible for all such damages and your damage claim with David Francis, LLC will be denied.

NOTE: If you arrange your own pick up from the David Francis, LLC warehouse, you forfeit the right to claim any damage on your shipment with David Francis, LLC.

REFUSED DELIVERY: If the receiving party refuses delivery of an order that is not damaged, you will be subject to restocking fees or re-delivery fees.

PLEASE NOTE: Photographs shown online or in printed material display colors, textures, and character differently. Every David Francis, LLC piece of furniture is hand-crafted with natural materials resulting in variations in colors, grain patterns, texture, and characteristics. Each piece is hand-finished to order therefore finish samples must be regarded as an approximation of the final color. David Francis, LLC is not responsible for variations as these should be expected and will not be considered defects, damages, or manufacturing errors.

TITLE AND RISK OF LOSS: Title and risk of loss shall pass to Buyer upon delivery of the furniture to the address reflected on the Invoice and Delivery Ticket by the freight and shipping logistics company engaged by David Francis, LLC to complete such delivery.

For complete General Information Terms & Conditions, please visit our website at www.DavidFrancisFurniture.com.

HELPFUL LINKS

The info you want, a click away...

LOGIN TO MY WEB ACCOUNT

REQUEST A TRADE ACCOUNT

CONTACT CUSTOMER CARE

VISIT OUR HOSPITALITY PAGE

VIEW RESOURCE LIBRARY

FILL OUT A COM FORM ONLINE

DOWNLOAD FINISHES TEAR SHEET

REQUEST SAMPLES

FOLLOW US ON INSTAGRAM



FURNITURE COM FORM

DATE: _____

BUSINESS NAME: _____ DAVID FRANCIS SO#: _____

SKU#: _____ ITEM NAME: _____

SIDE MARK: _____ PLEASE MARK YOUR FABRIC WITH YOUR BUSINESS NAME.

FABRIC #1

PLACEMENT: _____

DOES YOUR FABRIC HAVE A REPEAT? YES/NO please circle one

IF YES, WHAT IS THE REPEAT SIZE? _____

PATTERN: _____

COLOR: _____

SUPPLIER/PO#: _____

YARDS TO BE SENT: _____

SPECIAL INSTRUCTIONS FABRIC #1

UP THE BOLT RAILROAD OTHER

PLEASE ATTACH A SWATCH CUTTING THE WAY YOU WANT IT APPLIED.

7% special upholstery handling fee applies to heavy fabric, leather, vinyl, laminated or woven material, special welt, trims, fringe, mixed materials, & other specialty applications.

FABRIC #2

PLACEMENT: _____

DOES YOUR FABRIC HAVE A REPEAT? YES/NO please circle one

IF YES, WHAT IS THE REPEAT SIZE? _____

PATTERN: _____

COLOR: _____

SUPPLIER/PO#: _____

YARDS TO BE SENT: _____

SPECIAL INSTRUCTIONS FABRIC #2

UP THE BOLT RAILROAD OTHER

PLEASE ATTACH A SWATCH CUTTING THE WAY YOU WANT IT APPLIED.

7% special upholstery handling fee applies to heavy fabric, leather, vinyl, laminated or woven material, special welt, trims, fringe, mixed materials, & other specialty applications.

FABRIC #3

PLACEMENT: _____

DOES YOUR FABRIC HAVE A REPEAT? YES/NO please circle one

IF YES, WHAT IS THE REPEAT SIZE? _____

PATTERN: _____

COLOR: _____

SUPPLIER/PO#: _____

YARDS TO BE SENT: _____

SPECIAL INSTRUCTIONS FABRIC #3

UP THE BOLT RAILROAD OTHER

PLEASE ATTACH A SWATCH CUTTING THE WAY YOU WANT IT APPLIED.

7% special upholstery handling fee applies to heavy fabric, leather, vinyl, laminated or woven material, special welt, trims, fringe, mixed materials, & other specialty applications.

NOTE: UNLESS INSTRUCTIONS ARE CLEARLY STATED ON YOUR ORDER, THE FACTORY RESERVES THE RIGHT TO USE THEIR BEST JUDGEMENT CONCERNING THE APPLICATION OF YOUR FABRIC. If your fabric has a repeat, you will need additional yards to complete your order. Please refer to our additional yardage chart located on our website, price guide, and digital catalog. If you need assistance calculating the additional yardage, please contact our Customer Care Department at CustomerCare@DavidFrancisFurniture.com. 7% special upholstery handling fee may apply, refer to terms & Conditions.

SIGNATURE: _____ DATE: _____

Please mark your fabric with your business name prior to shipping so our team can easily identify it.

SEND YOUR FABRIC TO: David Francis Furniture
3980 US Highway One
Vero Beach, FL 32960

CONTACT US CustomerCare@DavidFrancisFurniture.com
www.DavidFrancisFurniture.com
772-567-7769



www.DavidFrancisFurniture.com • CustomerCare@DavidFrancisFurniture.com
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