

Warranty



We appreciate your business and want to ensure you are happy with your purchase. As such, please read the following so we can best assist you should any issues arise.

UPON DELIVERY

All products are shipped or delivered from Los Angeles, CA. Requests for liftgate service, delivery appointments, debris removal, or other additional services may be made prior to shipping. Upon request, we can accommodate freight-prearranged or will-call orders, however a packaging and handling charge may be added. RAD partners with a freight carrier to handle the safe delivery of your purchase and will request proper notice is given prior to delivery. Once your order leaves our warehouse, the timing and details of your delivery are the responsibility of the freight carrier, though we are happy to assist in resolving issues should anything unplanned come up.

To ensure that delivery is as smooth as possible, please verify prior to purchasing and receiving your order that your items will fit in their intended places, as well as through all necessary corridors, stairways, elevators, etc. Many RAD products are fully welded, meaning they require no assembly but may require planning ahead of delivery to ensure a proper fit. If you have questions regarding the dimensions of RAD's products, please connect with us.

Upon receipt of your shipment, please:

- Inspect the entire shipment for damage, external and internal;
- Cross-reference the packing list to confirm that all of your items have been delivered;
- Note any damage, even minor damage, and any shortages on the carrier's bill of lading (BOL) before signing for delivery. Should you find any damage or shortages, please immediately follow the instructions below:

REPORTING MISSING OR DAMAGED PRODUCTS

We do our best to prevent damage during shipping, however shipments are occasionally damaged in transit. In order to file a claim for damages with the freight carrier, you must notify us of damage within 24 hours of receipt of the shipment, or you may lose some or all of your rights to a claim with the carrier. In order to notify us of damage, please immediately send an email including a description of the damage, photos of the damage, and your RAD invoice number. If you notify us within this timeframe, we can initiate a claim with the freight carrier.

Errors related to the quantity of items received must be reported to RAD within (10) days after receipt of your shipment. If you find that hardware or parts are missing from your order, we will make it right and send them at the earliest possibility. RAD will not be responsible for losses or delays caused by fire, flood, explosion, accident, riot, pandemics, acts of God, war, governmental interference, embargo, strikes, shortage of labor, fuel, power, materials, or supplies, transportation delays, or any other cause outside of our control.

RAD Furniture LLC ("RAD") prides itself on high quality craftsmanship in the production of its durable goods, and therefore extends a Limited Lifetime Warranty to its standard assortment of Tables, Chairs, Benches, Stools, Couches & Versatiles, except as noted. Custom products are warrantied on a case-by-case basis, upon client request. RAD's standard warranty is valid from the date of delivery, to the original End User, and is non-transferable.

Warranty (Cont'd)



STRUCTURE

RAD warrants its welded steel furniture to be free from structural defects in material and/or workmanship for the life of the product. This warranty does not apply to damage resulting from accident, alteration, misuse, tampering, negligence, or abuse. RAD will, at its option, repair, replace, or refund the purchase price of any items found defective upon inspection.

METAL

Minor inconsistencies in the texture of sheet metal are commonplace, as metal is a naturally occurring material. These features do not qualify as defects, and as such, this warranty does not cover replacement or repair of products with such inconsistencies.

Where possible, RAD's metal products are entirely welded for long-term use rather than constructed using hardware or adhesives. Welded connection points are sanded prior to powder coating, which will minimize but may not entirely eliminate subtle markings or weld deformations located at these sites. These features do not qualify as defects, and as such, this Warranty will not cover replacement or repair of products featuring these markings.

METAL FINISH

RAD uses the highest quality powder coating available and takes care to sandblast and prime our furniture before the powder coating process. While powder coating is the industry standard for its durability, it is not impervious to the effects of regular wear and tear, the results of which are not covered by this warranty. The powder coat finish on our furniture is warranted against peeling, cracking or blistering for a period of two (2) years from the date of purchase if deemed a result of a manufacturing defect. Failure of the powder coat finish due to abrasion, including abrasion caused by stacking the furniture against other furniture or scraping against other surfaces, is not covered by this warranty. Nor are reasonable levels of change in surface finish, including colorfastness, due to aging or exposure to light, or due to improper cleaning practices as outlined in RAD's Care & Maintenance guide

While powder coating largely protects metal from the impacts of rust, metal is subject to rust, particularly along edges (i.e. the perforations in perforated steel) and at seams. Dark powder coat colors will better conceal small amounts of rust and are advisable if rust is a particular concern, particularly near the ocean or salty environments. Visible rust is not considered a defect and therefore is not covered by this warranty. Exposure to salt water or salt air may cause powder coat finishes that have been damaged by abrasion to blister due to oxidation of the metal; such blistering and oxidation are not covered by this warranty. Please refer to RAD's Care and Maintenance guide for recommendations for the care of your products.

This Warranty will not apply to damage to and/or failure of the metal caused by: moisture or other contamination detrimental to the metal because of improper packaging, storage or handling of the coated metal prior to installation by the customer; scratching or abrading of the metal during or after installation by the customer; standing or ponding water; improper cleaning of the metal; corrosion of the metal substrate; or acts of God, falling objects, explosions, fire, or other such similar or dissimilar occurrences beyond RAD Furniture's control.