

Thank  
You!

Hope You Enjoy It!

Thank you for entrusting your outdoor furniture plans to Patio Time. We are committed to R&D innovation and to creating the most refined, diverse choice of outdoor collections. Patio Time proudly stands behind our fine furnishings with this warranty.

## Patio Time® USA

Attn: Customer Affairs      Add.: 6366 Corley Road, Norcross, GA 30071  
[www.patiotimeusa.com](http://www.patiotimeusa.com)

If you have any after-sales questions, please contact us.



HOTLINE

**800-257-7108**

9:00 AM-8:00 PM, EST  
Monday-Friday



EMAIL

**[service01@patiotimeusa.com](mailto:service01@patiotimeusa.com)**

Prompt response within 24 hours



Patio Time USA



Service Card

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# WARRANTY INFORMATION

## Limited Warranty

This limited warranty is non-transferable and is valid from the date of purchase from Patio Time to the Original Dealers ONLY, subject to the terms and conditions below. Within the stated warranty period, Patio Time, at its discretion, is limited to repair or replacement at no charge of the applicable product or parts found which prove to be defective by an authorized manufacturer. All other costs are the responsibility of the dealers. REFUNDS ARE ALWAYS NOT AVAILABLE.

Dealers and consumers should retain the proof of purchase with this printed warranty to substantiate a claim for warranty service. Photos or inspections can be required. Consumers may contact the dealer from whom the furniture is purchased to request warranty service under this warranty.

Product or Part	Limited Warranty Duration
<b>Frames</b>	5 Years Limited Warranty
<b>Cushioning</b> Including Unattached Cushioning which means each cushion core in an unattached (loose) seat cushion and Attached Cushion which means each cushion core in a seat cushion that is attached to the product.	1 Year Limited Warranty
<b>Fabric</b>	1 Year Limited Warranty
<b>Finishes</b> Finishes mean all finishes, parts and other components, including but not limited to dining room tables, chairs, beds, marble tops, granite tops, recliner pull cords and handles incorporated into any furniture product.	3 Years Limited Warranty
<b>Wicker</b>	3 Years Limited Warranty
<b>Fire Pit Frame</b>	3 Years Limited Warranty
<b>Fire Pit Basin, Burner, Slider</b>	1 Year Limited Warranty

### WHAT IS NOT COVERED

PROPER PRODUCT CARE IS ESSENTIAL FOR PRESERVING YOUR RIGHTS UNDER THIS WARRANTY. FAILURE OR NEGLIGENCE TO PERFORM REQUIRED PRODUCT CARE WILL VOID THIS WARRANTY. Please refer to the product care section in the instruction manual.

This limited warranty will be voided by evidence of excessive soiling, improper cleaning or treatment, abuse, or abnormal use. And this warranty does not apply to products used for rental, business, commercial, institutional, recreational vehicles or other non-residential purposes.

Items such as normal fading of fabrics, upholstery, wood or woven materials, shipping or transportation costs to and from the dealer or the consumer and to and from Patio Time, removal or re-installation costs, labor costs for installation and repair, cost of service calls, liability for indirect, or consequential damages are not covered.

### IMPLIED WARRANTIES

IMPLIED WARRANTIES, INCLUDING ANY OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE IMPOSED ON THE SALE OF THIS FURNITURE AND ITS PARTS UNDER STATE LAW, ARE LIMITED IN DURATION TO THE APPLICABLE WARRANTY DURATION OF THE PRODUCT OR PART AND NO WARRANTIES APPLY AFTER THAT PERIOD. SOME STATES DO NOT ALLOW LIMITATIONS ON THE DURATION OF AN IMPLIED WARRANTY, SO THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU. EXCEPT AS SET FORTH IN THIS WARRANTY AND TO THE EXTENT PROVIDED BY LAW, IN NO EVENT WILL PATIO TIME BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES, EVEN IF IT HAD REASON TO KNOW IN ADVANCE THAT SUCH DAMAGES WERE POSSIBLE.

No Patio Time dealer or employee is authorized to make any modification, extension, or addition to this warranty. Patio Time's maximum liability, in any event, shall not exceed the purchase price of the single defective product paid by the original consumer purchaser.

### CLAIM PROCEDURE

To obtain warranty services, the consumers must comply with the requirements of this Claim Procedure. Contact the dealer from whom you purchased your furniture to obtain warranty service. All claims must include the original dated sales receipt and the product serial number within the applicable warranty period. Patio Time reserves the right to require defective parts be returned upon request, postage, and (or) freight pre-paid by the consumer for product review or examination.

You must make arrangements with the dealer to schedule the shipping or transportation costs to and from the dealer or the consumer and to and from Patio Time. If the retailer from which you purchased the furniture has closed and you need service, you may contact Patio Time through email or call our customer service within the stated warranty period.

### Patio Time® Brand After-sales Service Information

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