

Warranty

TERMS:

- An original sales order is required to obtain warranty service.

The following are NOT covered by any manufacturer warranty:

- Any failure caused by unreasonable, negligent, or abusive use
- Damage caused by a lack of responsible care including the use of harsh or abrasive products, improper storage, or product modifications
- Normal fading within industry standards
- Glass tops
- Cushions, pillows, or umbrella canopies made with C.O.M.
- Stains caused by lotions, oils, wax, or other substances
- Bursting, cracking, or deformation of frame extrusion, or resulting finish impairment, due to freeze damage
- Normal fluctuations in teak grain known as "checking"
- Acts of nature including wind, insect, or animal damage

Each manufacturer has its own warranty periods and conditions. Should you need to initiate a warranty claim, contact Summer House immediately for guidance on the appropriate actions to take. Delay in communication may have a negative impact on your warranty claim.

CONGRATULATIONS!

You are making a wise investment in high quality products that will continue to provide style, comfort, and ease of care for many years to come. To ensure that you get the maximum use from that investment, call or email a Summer House team member for care tips. Informed ownership will help protect you against violating the manufacturer's warranty terms should any issues arise.

DO:

- Choose White Glove delivery from Summer House for experienced assembly and professional installation of your furniture
- Clean your furniture regularly: thoroughly in spring and early fall, then as needed during the outdoor season. Cleaning for all items starts with a mild dish detergent, a garden hose, and a soft bristle brush or sponge
- Consider adding fabric protective covers to your furniture care system - especially if your items are regularly exposed to outdoor organics such as pitch, tree sap, pollen, windfall fruit, flowers, or bird droppings
- Bring all soft goods such as cushions, pillows, rugs, and center pole umbrellas indoors for the winter
- Ask a team member for details regarding teak care
- Have your new propane tank properly purged by a qualified propane filling station
- Have a licensed natural gas technician perform the conversion when switching your fire pit to natural gas

DON'T:

- Use a pressure washer on any outdoor products
- Leave cushions, pillows, umbrellas, or tabletop accessories outdoors year-round in uncovered spaces
- Leave umbrellas open while you are not present
- Use a standard tank in a low-profile fire pit by placing it on its side
- Store furniture upside down
- Clean your furniture with abrasive products or devices
- Launder cushions/pillows or their inserts in a washing machine
- Use oil-based products on teak furniture or apply teak shield to furniture until it is completely dry

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