

# 2023 Product Warranty

## WHAT WARRANTY COVERS

3B Furniture warrants to you, the original purchaser, that the products you have selected are free from defects in material and workmanship. Teak, slings and cushions are warranted based on quality of workmanship, not fading, discoloration, mildew-resistance or stretching.

## HOW LONG WARRANTY LASTS

### **Structural (Aluminum Frames)**

This limited structural warranty on 3B products lasts for a period of 5 years from the date of delivery to you (“Warranty Period”).

If the aluminum frame fails structurally (i.e., broken frame or welds) under normal use or conditions we will at our option, replace or repair the frame in the original color and style, if available, or in a similar style if color or model has been discontinued. Components such as chair feet are subject to wear and tear and are not considered part of the frame.

Exceptions to the 3-year limited structural warranty policy include moving parts found on swivel chairs and folding furniture, which have a Warranty Period of 2 years.

In the event that a frame finish, style or fabric has been discontinued, 3B reserves the right to substitute the defective frame, sling or cushion in a similar style or color, at its option.

## **Finishes**

This limited finish warranty lasts for a period of 3 years from the date of delivery of the products to you (“Warranty Period”). Warranty covers peeling, blistering and flaking of paint.

## **Woven**

If the hand-woven resin weave breaks or structurally deteriorates, or if the weave excessively fades or becomes discolored within three (3) years from the date of purchase, we will at our option, replace, repair or refinish the product in the original color and style, if available, or in a similar color and style if the original has been discontinued. The weave will not be warrantied if the structural deterioration, unraveling, discoloration, fading, etc. is due to chemicals, cleaning products, sun lotions et al, use in commercial settings, extreme heat or sunlight. Components such as chair feet are subject to wear and tear and are not considered part of the frame.

## **Concrete**

If a GFRC tabletop fails structurally within three (3) years from the date of purchase, we will, at company option, repair or replace the table top, in the original color and style if available, or in a similar color and style if original has been discontinued. GFRC tops are sealed at the factory and should be re-sealed annually for proper care and maintenance and to help prevent staining.

## **Rope Strapping**

If a Rope strap breaks within three (3) years of the date of purchase, a replacement will be issued, in the original color and style, if available, or in a similar color and style if the original has been discontinued. If a Rope strap becomes faded or mildewed within three years of the date of purchase, a replacement will be issued in the original color and style, if available, or in a similar color and style if the original has been

discontinued. The strap will not be warrantied if the deterioration, discoloration, fading, etc. is due to chemicals, cleaning products, sun lotions et al, use in commercial settings, extreme heat or sunlight.

## **Cushions**

This limited cushion warranty lasts for a period of 2 year from the date of delivery of the products to you (“Warranty Period”). Warranty covers workmanship of the cushion itself and the filler for 1 year.

If the fabric on a cushion becomes unserviceable due to color or strength loss from normal usage and exposure conditions within two (2) year of the date of purchase, we will repair or replace the fabric in the original color and pattern if available, or in a similar color and pattern if the original has been discontinued.

This warranty does not cover normal care and cleaning, damage from misuse or abuse, Mildew and mold grow on dirt, pollen and other organic matter; so simple routine cleanings will prevent them from forming on fabrics. Any failures in stitching, zippers, cording, cushion foam or other areas of workmanship will be warrantied for one year. The fabric will not be warrantied if deterioration, discoloration, fading, etc. is due to chemicals, cleaning products, sun lotions et al, use in commercial settings, extreme heat or sunlight.

## **Slings**

This limited sling warranty lasts for a period of 1 year from the date of delivery of the products to you (“Warranty Period”). Warranty covers breaking or pulling out of frame.

## **TO OBTAIN SERVICE**

Any claim under this warranty should be initiated within the Warranty Period (as specified above) by contacting 3B. A copy of the original sales receipt is required. 3B reserves the right to examine all merchandise claimed to be defective. Upon approval of the claim, 3B will authorize either repair or replacement of the defective frame, cushion, sling or part.

## **DISCLAIMER**

This warranty is a limited warranty. Regular care and maintenance is required to maintain the warranty. Warranty applies to the original purchaser only. Proof of purchase including original receipt showing items purchased is required. Photographs/digital images are required in certain instances. Warranty coverage begins on the date of purchase. If a color or model has been discontinued and replacement is required, we reserve the right to replace the affected item only with a similar color or model. This is a residential warranty and does not apply to commercial use. Note: The Company or its suppliers may discontinue any component part such as fabric, paint, etc. at any time.

## **GENERAL EXCLUSIONS**

Failure caused by unreasonable or abusive use, fire, acts of nature (such as, but not limited to, freezing or high winds), suntan oil or other chemicals, normal fading, scratching, or chipping of the finish, fading, weathering or staining or discoloration of furniture, accidental damage repair or modifications by consumer, glass breakage, commercial use and normal wear and tear are excluded from this warranty. Defects that develop due to extreme climate conditions are not covered by this warranty. This warranty does not apply to floor samples or "seconds."