

WARRANTY

WOODARD FURNITURE LIMITED WARRANTY

WHAT IS COVERED:

We warrant to you, the original purchaser that with the exceptions stated below, the furniture you have selected is free from defects in material and workmanship. Straps, slings, and cushions are warranted based on quality of workmanship, not fading, discoloration, mildew resistance or stretching.

HOW LONG DOES COVERAGE LAST:

Structural

This limited structural warranty lasts for a period of fifteen (15) years for Aluminum and Iron and three (3) years for Woven from the date of delivery of the furniture to you ("Warranty Period"). Coverage terminates if you sell or otherwise transfer the furniture or have unauthorized repairs or alterations done to the furniture during the warranty period. Products approved for use in commercial applications will be covered under the current Hospitality Warranty Period of five (5) years for Aluminum and Iron and three (3) years for Woven from the date of delivery.

Finish

This limited finish warranty lasts for a period of seven (7) years from the date of delivery of the furniture to you ("Warranty Period"). Coverage terminates if you sell or otherwise transfer the furniture or have unauthorized repairs or alterations done to the furniture during the warranty period. Products approved for use in commercial applications will be covered under the current Hospitality Warranty Period of five (5) years from the date of delivery.

Cushion

This limited cushion warranty lasts for a period of one (1) year from the date of delivery of the furniture to you ("Warranty Period"). Cushion warranty covers workmanship of the cushion itself and the filler for one (1) year. Fabrics may be covered under a separate warranty by the fabric manufacturer. If a fabric is deemed defective after the one (1) year cushion warranty by the fabric manufacturer, cost for replacing the cushion, less the fabric charges would be your responsibility. Coverage terminates if you sell or otherwise transfer the furniture or have unauthorized repairs or alterations done to the furniture during the warranty period. Products approved for use in commercial applications will be covered under the current Hospitality Warranty Period of one (1) year from the date of delivery.

Parts

Certain parts, such as recliner mechanisms, fire table burners, etc., only carry a one (1) year warranty.

WHAT WOODARD WILL DO:

Frames

If within the Warranty Period, your furniture fails structurally or if the finish cracks, peels, or blisters, Woodard will, at our option, repair or replace the frame in the original color and style. Please note that it is at Woodard's discretion as to whether the original defective piece is required to be sent back or not.

Straps

If within the Warranty Period, the strap breaks or pulls out of the frame within three (3) years from date of delivery, Woodard will send a replacement strap(s) directly to you upon receipt of the defective item(s). Please note that it is at Woodard's discretion as to whether the original defective piece is required to be sent back or not.

Slings

If within the Warranty Period, the sling breaks or pulls out of the frame within one (1) year from date of delivery, Woodard will send a replacement sling(s) directly to you upon receipt of the defective item(s). Please note that it is at Woodard's discretion as to whether the original defective piece is required to be sent back or not.



In the event that a frame finish, style or fabric has been discontinued, we reserve the right to substitute the defective frame, sling or cushion in a similar style or color at our option. Please note, because iron is made from steel, small amounts of rust seepage may appear when used outdoors, mainly in the joints and crevices. This seepage is normal and is not covered under warranty. Regular maintenance (e.g. cleaning the furniture, touching up nicks and scrapes) must be exercised.

TO OBTAIN SERVICE:

Any claim under this warranty should be initiated within the Warranty Period by contacting the dealer where the item(s) were originally purchased. A copy of the original sales receipt as well as the original order placed with Woodard is required. A claim may also be handled by any other authorized Woodard Dealer but an original sales receipt would still be required to verify date of purchase. All warranty claims should be sent by email to claims@woodard-furniture.com. If unable to go through a dealer please send the information via email directly to Woodard Customer Service at retail3@woodard-furniture.com. Freight charges will be paid by Woodard for two (2) years from purchase for warranty claims – proof of purchase is required. Customer will be responsible for freight charges after the first two (2) years of the Warranty Period. Woodard reserves the right to examine all merchandise claimed to be defective. Upon approval of the claim, Woodard will authorize either repair or replacement of the defective furniture, strap, sling, cushion or part. No returns shall be accepted without a return authorization from Woodard.

WHAT IS NOT COVERED:

This warranty does not cover and is void if damage is a result of freight/shipping, a failure caused by unreasonable or abusive use, acts of God, improper care, freeze damage, mildew, normal wear, fading or stretching of fabrics and vinyl straps, glass breakage, glides or if the furniture is used for commercial purposes (except where noted) or if the customer fails to provide reasonable and necessary care as outlined in the product information brochures.

DISCLAIMER:

This warranty is valid only in the fifty (50) United States and Canada. This warranty is in lieu of any implied or other expressed warranties, implied warranties, including any warranty of merchantability imposed on the sale of this furniture under State law, are limited to a fifteen (15) year duration for the frame and seven (7) years on the finish, a three (3) year duration for the strap and one (1) year duration for the fabric. Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

Woodard shall not be responsible for loss of use, time, inconvenience, packing, travel, personal injury, or other consequential or incidental damages resulting from any defect in the product. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation exclusion may not apply to you. No person, firm or corporation is authorized to make any other warranty or assume any other obligation for the manufacturer in connection with the sale of these goods. Woodard reserves the right to make design, color, or fabric changes and/or discontinue any item(s) without notice.

This warranty gives you specific legal rights, and you may also have other rights that vary from state to state.



800.877.2290

