

Warranty

RESIDENTIAL WARRANTY (North American continent only)

FURNITURE COVERS, FABRIC ON CUSHIONS, SLING AND UMBRELLAS - ONE YEAR

If the fabric on a cushion, sling or umbrella tears, mildews, or fades excessively within one 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.

UMBRELLAS AND UMBRELLA BASES - ONE YEAR

If an umbrella or umbrella base fails structurally within one year from the date of purchase, we will at company option, repair or replace the umbrella or umbrella base, in the original color and style, if available, or in a similar style if color has been discontinued.

COMPONENT PARTS - ONE YEAR

If a component part (glide, bolt, wheel, etc.) fails due to manufacturing defect within one year from the date of purchase, we will at company option, repair or replace the part, in the original color and style if available, or in a similar color and style if the original has been discontinued.

WOVEN RESIN FURNITURE AND WOOD FRAMES - THREE YEARS

If the woven resin, teak, or mahogany furniture fails structurally (i.e., broken frame) or if the weave unravels or fades excessively within three years from the date of purchase, we will at company 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. Components such as chair feet are subject to wear and tear and are not considered part of the frame.

STONE AND MARBLE TOPS - THREE YEARS

If a stone or marble table top fails structurally within three 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. Some of the table tops have painted decorations which may fade when exposed to direct sunlight. This fading is excluded from the warranty. See other exclusions under the Exclusions section.

EXTRUDED ALUMINUM FRAMES - FIFTEEN YEARS

If the extruded aluminum frame fails structurally (i.e., broken frame or welds) under normal use or conditions, or if the finish peels or blisters within 15 years from the date of purchase, we will at company option, replace, repair or refinish the frame in the original color and style, if available, or in a similar style if color has been discontinued. Stamped aluminum table tops carry the same warranty as extruded aluminum frames. Components such as chair feet are subject to wear and tear and are not considered part of the frame.

CAST ALUMINUM FRAMES - FIFTEEN YEARS

If the cast aluminum frame fails structurally (i.e., broken frame or welds) under normal use or conditions, or if the finish peels or blisters within fifteen years from the date of purchase, we will replace, repair or refinish the frame in the original color and style, if available, or in a similar style if color has been discontinued. Components such as chair feet are subject to wear and tear and are not considered part of the frame.

VINYL STRAP - TWO TO FIVE YEARS

If a strap breaks within five years of the date of purchase, a replacement strap will be sent directly to you, in the original color and style, if available, or in a similar color and style if the original has been discontinued. If a strap becomes faded or mildewed within two years of the date of purchase, a replacement strap will be sent directly to you, in the original color and style, if available, or in a similar color and style if the original has been discontinued.

RESIDENTIAL WARRANTY (outside North American continent)

Fabrics, Slings, Umbrellas and Umbrella Bases - One Year

Strap Color - Two Years

Strap Life - Five Years

Woven Resin furniture and Wood frames - Three Years

Stone and Marble Tops - Three Years

Extruded Aluminum frames - Five Years

Cast Aluminum frames - Five Years.

CONTRACT (COMMERICAL) OR NON-RESIDENTIAL USE WARRANTY

Fabrics, Slings, Umbrellas and Umbrella Bases - One Year

Finish - Five Years

Strap Color - Two Years

Strap Life - Five Years

Woven Resin furniture and Wood frames - Three Years

Extruded Aluminum frames - Five Years

Cast Aluminum frames - Five Years.

SHIPPING

If required, Brown Jordan Company will pay for shipping of damaged or replacement products within the continental U.S. for a period of three years from the date of purchase. If the product is covered under a warranty for a period of less than three years (fabrics, slings, etc.), we will pay for shipping of the damaged or replacement product during the warranty period only.

LIMITED WARRANTY

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 is required. Photographs may be required in certain instances. Warranty coverage begins on the date of purchase. In some cases, there will be a pro-rated charge for the time the product was in use. This is a residential warranty and does not apply to commercial use.

Note: Brown Jordan or its suppliers may discontinue any component part such as fabric, paint, etc. at any time.

EXCLUSIONS

Failure caused by unreasonable or abusive use, fire, freight damage, 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, normal wear and tear are excluded from the warranty.

Defects that develop due to extreme climate conditions are not covered by this warranty.

Stone and Marble tops are handcrafted from natural Italian stone. Natural stone is a product of nature. The actual shade of each stone and grain movement are unique and may vary in color. These natural color variances are not covered under warranty.

This warranty does not apply to floor samples or “seconds.” .

WINTER STORAGE

During the winter, all furniture should be stored indoors in an upright position to allow for proper water drainage. Storing furniture upside-down may cause water to accumulate and freeze inside the frame, causing serious structural damage that is not covered by warranty.

RETURN OF FURNITURE

If it becomes necessary to return furniture, the original purchaser must provide proof of purchase when making a claim. Photographs may be required in certain instances. Prior written authorization from Brown Jordan is required to obtain a Return Authorization (RA) number. This RA number must be attached to each piece of furniture returned to Brown Jordan.