

WARRANTY

Fig & Cherry outdoor furniture warranties are non-transferable and are valid from the date of purchase to the original purchaser. This limited warranty covers RESIDENTIAL FURNITURE FOR NORMAL RESIDENTIAL USE.

Proper maintenance and upkeep should be done at regular intervals. Removal of products in severe climates and high winds is required to keep this warranty in effect. (Please refer to “Care and Maintenance”)

Fig & Cherry warranty covers aluminum outdoor patio furniture frames for fifteen years. The warranty covers structural failure (broken frame or welds) when properly maintained. Improper assembly or exposure to sub-freezing temperatures is not covered. To avoid accumulation of moisture inside the frames, product must be stored in an upright position.

The warranty covers against the peeling, cracking, and blistering under normal use and proper maintenance for three years. Scratches and chips resulting from normal wear and tear are not covered. From time to time there may be minor variations in color and texture of finishes. This warranty specifically does not cover such minor variations.

Weaving, padding, ropes, and straps are covered for three years against abnormal discoloration and/or fading due to effects in raw materials. Warranty does not cover minor variations in color. Fading and/or discoloration resulting from exposure to the elements, chemical spills, fluids, stains, oil, water damage or any other causes are not covered. Unraveling due to normal wear and tear is not covered.

The warranty covers the furniture cover for one year against manufacturing defects. Fading and/or discoloration resulting from exposure to the elements, chemical spills, fluids, stains, oil, water damage or any other causes are not covered.

The warranty covers the hardware parts and components 1 year against manufacturing defects and corrosion, breaking, cracking, and peeling.

The warranty covers the fabric for one year against manufacturing defects. Fabric rips, tears or pilling in upholstered or woven products due to normal wear and tear are not covered. Softening of foam for padded seat and back is part of normal wear and tear process and is not considered as defective. Mildew will grow on dirt, dust, pollen, and other organic matters on fabric covers; this is not covered by warranty. Shrinkage of covers due to improper cleaning procedures will void the warranty.

The warranty covers the olefin-based fabric for three years and acrylic-based fabric for five years against discoloring and strength loss depending on the material chosen. Warranty does not cover minor variations in color. Fading and/or discoloration of fabrics or slings resulting from exposure to the elements, chemical spills, fluids, stains, oil, water damage or any other cause are not covered.

The warranty covers the sling fabric for two years against manufacturing defects and tearing. Fading and/or discoloration resulting from exposure to the elements, chemical spills, fluids, stains, oil, water damage or any other causes are not covered.

THIS WARRANTY DOES NOT COVER

- Failure due to lack of routine maintenance. Standard maintenance and upkeep should be done at regular intervals.
- In pool or seaside use, finishing failure or hardware damage caused by neglecting to provide reasonable and necessary care. In seaside or pool area use, salt and chlorides can accumulate and cause built up of aggressive corrosive matter. Weekly surface cleaning is recommended to prevent blistering of paint and oxidation of frame or hardware.
- Breakage due to abuse or misuse, alteration, or modification of the product.
- Improper assembly, improper shipping, or handling by customer.
- Damage caused by acts of nature, vandalism, or fire.
- Damage caused by ammonia cleaners, suntan oils, and other harsh chemicals.
- Damage caused by excessive loads, and damage sustained during moving or relocating, strands being cut by sharp objects, standing on seats, burns caused by cigarettes, glass objects which magnify the sun's rays and hot metal objects
- Glass breakage, chipping, and cracking.
- Scratches and chips resulting from normal wear and tear.
- Fabric rips, tears, or pilling appears in products.
- Softening of foam for padded seat and back is part of normal wear and tear process and is not considered as defective.
- Flattening or compression of cushions and pads.
- Failure of powder coating finishes due to abrasion, including abrasion caused by stacking the furniture or scraping against other surfaces.
- Normal fading of color caused by exposure to sun and weather.
- Bursting or cracking of tubing due to exposure to water and freezing temperature.

- Products that are sold in “as is” condition or clearance merchandise.
- Minor variations in color, texture or finishes and surface imperfections that result from the casting and/or finishing process.
- Any Product modification by reseller or consumer.

Saltwater Environments

Fig & Cherry offers to the original purchaser one-year Limited Warranty on the finish of Aluminum Outdoor Furniture against fading, peeling, cracking, or blistering regarding saltwater environments. Extra care is required for products in a saltwater environment. Fig & Cherry defines saltwater environments as any location within one mile of an ocean environment or around saltwater pools.

Winter Storage

Fig & Cherry recommends storing your furniture indoor or covered areas during the off season or not in use for prolonged period. Alternatively, you can protect your furniture under a furniture cover. All outdoor furniture should be stored in an upright position to allow for proper water drainage, serious structural damage caused by freeze or ice damage is not covered by warranty.

RETURNS

All returns require prior authorization by Fig & Cherry for quality control purposes and verification. Warranty returns require digital images of damage to substantiate the warranty claim or inspection by a sales representative. Both original sales invoice and delivery receipt showing purchase date and terms of sales must be submitted for warranty claim.

At Fig & Cherry’s sole discretion, Fig & Cherry will repair or replace any item that meets the above criteria at no charge with a lead time of 16-20 weeks. The customer is responsible for any labour and/or shipping charges on the replacement part(s). For the one-year warranty on soft parts and workmanship related failures, Fig & Cherry will reimburse local repair charges under the conditions that 1) The repair service quote is first approved by Fig & Cherry and 2) Fig & Cherry does not guarantee the work performed by the local repair service and cannot be held to further compensation in the event of dissatisfactory repair work.

Fig & Cherry may discontinue any component parts such as fabric, paints, or finished products at any time. If style has been discontinued and replacement is necessary, Fig & Cherry will replace with any

style and finish that most closely matches the returned item. Furniture must be returned to Fig & Cherry in proper packaging.

Fig & Cherry is not responsible for incidental or consequential damages, which may vary in some states. In no event shall Fig & Cherry's responsibility exceed the value of the replacement products. Warranty service of any kind does not extend the warranty period.

IF Fig & Cherry approved the replacement, the warranty period remains unchanged starting from the original date of purchase. Warranty service of any kind does not extend the warranty period.

The terms of this warranty are subject to change without notice.

LIMITATION OF DAMAGES: THE WARRANTIES SET FORTH HEREIN ARE EXCLUSIVE AND IN LIEU OF ALL OTHERS: ORAL, WRITTEN, EXPRESSED OR IMPLIED. IN NO EVENT WILL FIG & CHERRY BE LIABLE TO YOU FOR ANY DAMAGES, INCLUDING INCIDENTAL OR CONSEQUENTIAL DAMAGES, ARISING FROM THE USE OR INABILITY TO USE THIS PRODUCT.

COMMERCIAL WARRANTY

Fig & Cherry outdoor furniture warranties are non-transferable and are valid from the date of purchase to the original purchaser. This limited warranty covers SPECIFIC CONTRACT FURNITURE FOR NORMAL COMMERCIAL USE.

Proper maintenance and upkeep should be done at regular intervals. Removal of products in severe climates and high winds is required to keep this warranty in effect. (Please refer to “Care and Maintenance”)

Fig & Cherry warranty covers aluminum outdoor patio furniture frames for five years. The warranty covers structural failure (broken frame or welds) when properly maintained. Improper assembly or exposure to sub-freezing temperatures is not covered. To avoid accumulation of moisture inside the frames, product must be stored in an upright position.

The warranty covers against the peeling, cracking, and blistering under normal use and proper maintenance for three years. Scratches and chips resulting from normal wear and tear are not covered. From time to time there may be minor variations in color and texture of finishes. This warranty specifically does not cover such minor variations.

Weaving, padding, ropes, and straps are covered for two years against abnormal discoloration and/or fading due to effects in raw materials. Warranty does not cover minor variations in color. Fading and/or discoloration resulting from exposure to the elements, chemical spills, fluids, stains, oil, water damage or any other causes are not covered. Unraveling due to normal wear and tear is not covered.

The warranty covers the furniture cover for one year against manufacturing defects. Fading and/or discoloration resulting from exposure to the elements, chemical spills, fluids, stains, oil, water damage or any other causes are not covered.

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- Failure due to lack of routine maintenance. Standard maintenance and upkeep should be done at regular intervals.
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- Fabric rips, tears, or pilling appears in products.
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- Flattening or compression of cushions and pads.
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Winter Storage

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CARE & MAINTENANCE

We recommend storing your furniture indoor or covered areas during the off season or while not in use for prolonged period. Alternatively, you can protect your furniture under a furniture cover. If a furniture cover is used, condensation may form under the cover, which can cause mold and mildew. Therefore, make sure to lift the cover from the ground to ensure proper air circulation to minimize condensation.

It is important to thoroughly clean all furniture and cushions before storage or leave them under the furniture cover. For specific materials, please refer to the care and maintenance instruction below:

ALUMINUM

Aluminum is strong, non-rusting, low maintenance and very resistant to the weather. Apply a coat of non-hazing automotive paste wax at the start of each season as well as before putting your furniture away at the end of the season.

Remove any cushions or furniture accessories before cleaning. Spray water to remove the largest pieces of dirt and debris from the metal. Avoid using a pressurized water as it could damage the finish. Then, wash the furniture with a soft cloth or sponge and a solution of mild detergent in warm water. Rinse to remove any soap. Allow the furniture to air dry. Do not clean the furniture with abrasive pads, brushes or cleansers. Use care to avoid scratching the finish. Place your patio furniture in a position that allows water to easily flow out using the force of gravity. For this reason, you should avoid storing outdoor furniture upside down.

SLING FABRIC

De-dust the fabric with a vacuum cleaner or non-metallic soft brush. Wash it with a soft brush or a

sponge, using mild natural soapy water. Rinse well and allow drying completely in the open air, well spread out.

Do NOT use solvents or abrasives, or chemical cleaning products as it maybe harmful to the textiles.

CUSHIONS

Upholstery Care and Cleaning One of the best ways to keep fabrics looking good is to brush off dirt before it becomes embedded in the fabrics and wipe up spills or clean soon after a stain occurs. The quicker you clean spills and stains, the easier they can be to remove.

- 1) Place your cushions away from trees or bushes that can drip sap.
- 2) When not using your furniture, either remove and store your cushions or invest in a good set of furniture covers. Whenever possible store your cushions in a clean, dry place
- 3) Spread a towel over your chair or chaise before you apply insect repellent, suntan lotion or oil. While some products are totally harmless, others may cause the fabric to "burn" or change color as every tanning preparation uses a different chemical formulation. So, play it safe and use a towel.
- 4) Clean your cushions and slings periodically. While casual furniture fabrics are designed for outdoor use, this does not mean they will not get dirty (mold and mildew can grow on dirt).
- 5) The fills of quality outdoor cushions are designed to allow water to pass directly through them as quickly as possible. Less expensive cushion fills use foam centers that act like a sponge by retaining water which not only will take longer to dry, but more importantly, will cause the cushion fill to breakdown prematurely. Should your cushions get wet, tilt them up on their sides and let them dry naturally outside in the breeze.

Ropes and straps

Do not pull hard on the material as it can be stretched out of shape.

Gently de-dust the fabric with a vacuum cleaner or non-metallic soft brush. Wash it tenderly with a soft brush or sponge with mild natural soapy water. Rinse well and allow drying completely in the open air, well spread out for air circulation. Do not use solvents or abrasives, or chemical cleaning products as it may be harmful or damaging the textiles or fabric materials. To extend the life of the furniture, store in a dry area out of the elements when not in use.

Fabric shades

- Under windy conditions, umbrellas and awnings should be closed.
- If high wind speed weather, there can be issues even with the umbrella closed, it is recommended that umbrellas should be closed, removed from their base and stored or laid horizontally.
- In windy conditions, to ensure stability of your umbrella, please observe proper placement, and use sufficient weight base.