

WARRANTY

CASTELLE 15 YEAR FRAME

THE ORIGINAL PURCHASER IS WARRANTED THAT CONSTRUCTION OF THIS PRODUCT IS FREE FROM DEFECTS IN MATERIALS AND WORKMANSHIP FROM THE DATE OF PURCHASE (INVOICE DATE), UNDER NORMAL RESIDENTIAL USE AS FOLLOWS:

15 YEAR FRAME & 5 YEAR FRAME FINISH

Usage in a residential setting: Castelle Furniture Company, Inc. warranty covers aluminum outdoor patio furniture frames and fire pit frames for fifteen years. If your Castelle Furniture Company, Inc frame fails structurally during normal usage within fifteen years, Castelle Furniture Company, Inc will repair or replace the outdoor furniture frame at manufacturer's discretion (with same or similar product if discontinued).

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 peeling and blistering under normal use and proper maintenance. If the finish peels, cracks or blisters within five years, Castelle Furniture Company, Inc will repair, refinish or replace the frame at manufacturer's discretion (with same or similar product if discontinued). From time to time there may be minor variations in color and texture of finishes. THIS WARRANTY SPECIFICALLY DOES NOT COVER SUCH MINOR VARIATIONS IN COLOR AND TEXTURE OF FINISHES.

This warranty does not cover the following: Cracking or shattering of glass tops; Damage to product due to acts of nature, misuse or abuse; hard water stains; Commercial, contract, rental, institutional or other nonresidential use.

2 YEAR FABRIC, CUSHION, SLING, FIREPIT BURNER & UMBRELLA

Warranty covers manufacturing defects in assembly. This warranty does not cover fading / discoloration due to extensive exposure to the elements. All claims related to fabrics, do not include discoloration due to burns, pet damage, chemical spills, stains, nor does it include cuts in material. We advise the purchaser that softening of cushions, which is the result of normal use, should not be confused with loss of resiliency due to defects in construction of materials. This warranty does not cover; Damage to product due to acts of nature, misuse or abuse; Commercial, contract, rental, institutional or other nonresidential use.

Castelle Furniture Company, Inc will repair or replace, at our sole option, any product determined by our Customer Service Representative to contain manufacturing defects.

COMMERCIAL USE *(Warranty Disclaimer)*

This policy does not cover commercial use. Commercial use is defined as use in any public space or commercial setting such as (but not limited to) rental properties, restaurants, hotels, parks or any other public spaces. Any commercial use of this product may void all or parts of this warranty.

WITH A COMMITMENT TO EXCELLENCE AND LASTING LUXURY, THE SKILLED ARTISANS OF CASTELLE TAKE PRIDE IN CRAFTING EACH PIECE BY HAND. FROM OUR FOUNDRY TO FINE FURNISHINGS, THE ARTISTRY FORGED INTO EVERY ELEMENT IS A PRODUCT OF TRUE CRAFTSMANSHIP. THAT IS OUR PROMISE. VISIT CASTELLEGFURNITURE.COM TO BROWSE OUR COMPLETE ASSORTMENT OF MERCHANDISE.

WARRANTY CLAIMS

Castelle Furniture Company, Inc will pay freight costs for the first year in the Continental U.S. Labor is included for the first year from the date of purchase. After year 1 of ownership the shipping and handling of the product for repair shall be the responsibility of the purchaser, to and from our Florida warehouse facility.

If identical materials are not available at the time of purchase, we reserve the right to substitute materials of equal quality. This warranty is based on a pro-ration calculation, determined by years of service (straight line method).

The manufacturer shall not be responsible for any incidental or consequential damages, including loss of time, usage, or money and our responsibility shall not exceed the value of the replacement product.

The manufacturer makes no other warranties, expressed or implied. Warranty Claims: Problems or questions can be directed to our Customer Service Department.

The manufacturer reserves the right to make minor changes or modifications and to discontinue frame finishes, fabrics, table tops or styles without notice.

The manufacturer reserves the right to request a damaged or defective item to be sent back upon its discretion, as it may be helpful to determine the root cause of a problem or a training opportunity. The decision will rely upon criteria from the Quality Department. For such cases, the manufacturer will contact the customer and provide a Bill of Lading with the corresponding RA form. This BOL and RA form needs to be printed by the customer and put on the outside of each box. For those items not required to be sent back, formal communication will be carried out by a Castelle representative. Written policy will be included in the memo lines within the acknowledgements. Shipping charges will be the responsibility of the manufacturer for damaged items only within the first year from the purchase date. For items with damage after one year from purchase, all shipping charges will be the responsibility of the consumer. Every return shipment must be first coordinated with Castelle's Customer Service Department and follow its processes.

CLAIM SUBMISSION

Problems or questions can be directed to our Customer Service Department at: warrantyclaims@castellefurniture.com

A photocopy of dated proof of purchase, photograph of damaged product, manufacturer item number, purchaser name, phone number, address and explanation of the problem should accompany any warranty request.

QUESTIONS & CONCERNS

PHONE 855-612-9800

EMAIL INFO@CASTELLEGFURNITURE.COM

HEADQUARTERS

475 WEST TOWN PLACE, SUITE 200, ST. AUGUSTINE, FL 32092

SHOWROOMS

CHICAGO AND COSTA RICA