

O W Lee

Customer Care Instructions

RETAIL WARRANTY

All warranties apply to the original owner only, and begin at the date of purchase. Proof of purchase is required with claims.

FRAME

Your OW Lee frame comes with a twenty (20) year structural warranty when properly maintained in ordinary home use. OW Lee will, at factory option, repair or replace any OW Lee furniture that has failed structurally during normal use and regular maintenance.

FINISH

OW Lee offers a five (5) year warranty for frames against blistering, peeling, or fading of the frame finish under normal use and proper maintenance. OW Lee will, at factory option, refinish or replace your OW Lee furniture if the above occurs within a five year period from the date of purchase. Occasional rust seepage from crevices and hidden unfinished surfaces inherent in some ornate wrought iron designs is considered a care and maintenance function and is not considered a finish failure. To retain the warranty, regular care and maintenance is required. More frequent care & maintenance may be required in coastal areas.

CUSHIONS

OW Lee offers a five (5) year limited warranty on the craftsmanship and construction of the cushion, sling seat, and Sytex material, and a two (2) year limited warranty on Flex Comfort™ under normal use. This warranty includes any fading or discoloration of the fabric. Fabrics are constructed of various types of yarns and various numbers of yarns in the warp and fill. Such variations in construction result in variations in sag and sag recovery. SUCH VARIATIONS IN SAG AND SAG RECOVERY ARE SPECIFICALLY EXCLUDED FROM THIS WARRANTY. C.O.M. fabrics are not covered under this warranty. OW Lee will, at factory option, repair or replace your OW Lee cushions if determined defective as listed above within the warranty period from the date of purchase. To retain the warranty, regular care and maintenance is required.

TABLE TOPS

Porcelain Tops: OW Lee offers a five (5) year warranty on all Italian Porcelain tops from date of delivery. This limited warranty covers the workmanship and structural integrity of the top. Samples displayed or provided to customers are a representation of that series color and are not expressed or implied to be identical. Porcelain tiles are manufactured to mimic natural stone. Some unevenness in the table top surface is considered normal. OW Lee will, at factory option, repair or replace any tabletop found to be defective during this warranty period. Regular maintenance must be exercised as set forth in the care instructions.

Rio Tops: Due to the way in which the decorative glass is manufactured, giving it its unique opaque look, the appearances of imperfections such as air bubbles or hairline cracks may appear, but will not compromise the integrity of the top, it is not considered a failure, and is not covered under warranty.

Authentic Hammered Copper Tops/Pillars: OW Lee offers a two (2) year warranty on all authentic hammered copper tops and pillars from date of delivery. This limited warranty covers the workmanship and structural integrity of the top. The uniqueness of the natural materials rests in that no two pieces are ever alike. OW Lee will, at factory option, repair or replace any tabletop or pillar found to be defective during this warranty period. Regular maintenance must be exercised as set forth in the care instructions.

Cast Metal Tops: O.W. Lee offers a five (5) year metal frame warranty on its cast/metal hearth and table tops. To retain its warranty, touch-up any scratches or chips. OW Lee will, at factory option, repair or replace any tabletop found to be defective during this warranty period. Regular maintenance must be exercised as set forth in the care instructions. In the event the furniture style, frame finish, fabric or table top has been discontinued, OW Lee will replace the product with a similar item.

COMPONENT PARTS

Fire Pit Component Parts: O.W. Lee extends a two (2) year warranty on all burner components under normal use and proper maintenance. OW Lee will, at factory option, repair or replace any outdoor fire pit burner found to be defective during this warranty period. Regular maintenance must be exercised as set forth in the owner's manual. For more information go to www.owlee.com.

Other Component Parts: Purchased component parts such as glides, fabric covers, umbrella bases, bolts, wheels, 9' market umbrella frames, swivel bases, etc. that fail due to a manufacturers defect within two (2) years from the date of purchase, or 13' cantilever umbrella frames that fail due to a manufacturers defect within two (2) years from the date of purchase, OW Lee will, at factory option, repair or replace the part in the original color or style, or a similar color and style if the part has been discontinued.

ITEMS NOT COVERED UNDER WARRANTY (RESIDENTIAL)

This limited warranty does not apply to any damage caused by shipping, accidents, fading, staining, natural weathering, misuse, alterations or repairs. No other person is authorized to assume liability on behalf of OW Lee, and in no event shall OW Lee be liable for any contributory or subsequent damage related to the merchandise purchased from OW Lee.

OW Lee reserves the right to modify specifications as may be necessary. Please contact the factory to confirm specifications. ½" tolerances are considered within spec.

Any failure caused by unreasonable use or abuse.

Rust seepage or bleeding from crevices or hidden, non-finished surfaces inherent in some ornate wrought iron designs;

Rusting and/or oxidation of frames resulting from exposed metals that have been scratched, chipped or not maintained as outlined in the care and maintenance instructions;

Natural fading or discoloration of fabrics beyond warranty period;

C.O.M. fabrics (customer's own material);

Normal fading of frame finish;

Accidental damage (including fire, wind or other acts of God).

Permanent stains caused by lotions, oils or other substances.

Hard-water deposits or calcium build-up due to minerals found in regional water supplies.

Table/hearth tops or bases installed and/or used with other manufacturer's table bases, table, or hearth top, or incorrect installation of the base to the table top.

Furniture used for commercial or institutional use.

Items that are repaired, refinished or otherwise modified by any person or entity other than OW Lee.

Regular maintenance must be exercised as set forth in the care instructions.

RETURN OF FURNITURE

PRIOR AUTHORIZATION from the factory or factory representative is required. You must be the original purchaser and be able to provide proof of purchase when you make a claim. To submit a warranty claim, contact the dealer where you purchased your furniture. If you are not sure how to contact the dealer, contact our warranty department at (800) 776-9533, via fax: (909) 947-6614 and/or via email at owleera@gmail.com.

If the complaint is covered by warranty and the furniture returned within 24 months from the date of purchase. OW Lee will arrange for freight pick-up and pay the surface freight from the dealer location to the factory. The consumer is responsible for freight charges to and from the factory if beyond the timeframe

stated above. Return furniture must be cartoned for freight pick up. Furniture must have been used only for residential use as defined in the original purchase order.

Except as expressly provided herein, OW Lee makes no warranties, whether express or implied including, but not limited to, warranties of merchantability and fitness for a particular purpose. OW Lee's limited warranty claims may only be processed directly through OW Lee by the dealer who made the sale of the merchandise.

In the event the furniture style, frame finish, fabric or table top has been discontinued, OW Lee will replace the product with a similar item currently offered by OW Lee.