

## **Warranty**

Sunset West products have been designed to provide aesthetically pleasing looks, comfort and durability in an outdoor environment. Only the highest quality materials are used in Sunset West products. If a product is received with, or develops a manufacturing defect within the warranty period, a Warranty Request form needs to be completed and submitted to Sunset West by the SELLING party. This form is available on the Sunset West website. Products that are deemed to have a manufacturing defect will be repaired or replaced at our discretion. This is a limited warranty and applies only to the ORIGINAL purchaser through an AUTHORIZED Sunset West reseller and MUST include the original purchase receipt.

Sunset West will cover freight charges on replacement orders for the first year of ownership, and shipping will be to the reseller at the address on the original purchase order from the reseller. (Within the contiguous USA)

### **The Sunset Warranty does NOT cover the following:**

- Abusive or unreasonable use.
- Acts of nature including, but not limited to fire, ice, wind damage and earthquakes.
- Freeze Damage for any reason. Keep your drain holes clean!
- Damage to the product due to improper cleaning or exposure to abrasive cleaning materials or solvents of any kind. Do not store your furniture upside down.
- Abrasion to finishes when furniture is covered by furniture covers, tarps, etc.
- Damage from excessive/ magnified sun rays off water, glass, reflective metals, etc.
- Glass tabletops
- Glass Firepit Surrounds
- Normal sagging of sling materials.
- Normal degradation of foam used in seating products.
- Standard cushion foam when used in commercial settings.
- Mildew accumulation on fabrics and/or cushion foam. Please refer to the Care and Maintenance Guide to review care instructions for your cushions.
- Normal fading, nicks and scratches on powder coat finishes and resin materials.
- Premature degradation of finish in saltwater environments\*.
- Imperfections inherent in the manufacturing process of the product.

- Final mile or delivery service fees.

**The Sunset West warranty DOES cover the items listed below for the period specified.**

	RESIDENTIAL	COMMERCIAL
<b>FIREPITS</b>		
Crystal-Fire burners	Limited lifetime	n/a
Component parts used in Crystal-Fire burners	1 year	n/a
<b>METAL FRAMES</b>		
Structure/ Manufacturing Defect	10 years	2 years
<b>FINISHES</b>		
Fading of powder coat finishes	3 years	1 year
Corrosion, peeling or flaking of powder coat finishes*	3 years	1 year
<b>CUSHIONS &amp; SLINGS</b>		
Extreme degradation of High-Resiliency or Reticulated foam	2 years	1 year
Seams of cushions	3 years	1 year
Upholstery fabrics excessive fading and structure	5 years	5 years
Excessive fading and loss of strength of sling materials. Normal sagging is not covered.	3 years	1 year
<b>ROPE AND RESIN WICKER</b>		
Excessive fading, discoloration, or deterioration	3 years	2 years
<b>COMPONENT PARTS</b>		
Foot glides, hardware, spring plates, etc.	1 year	n/a
<b>NATURAL STONE and GLASS FIBER REINFORCED CONCRETE</b>		
Cracking, Peeling, Chipping	1 year	90 days
Fading, Discoloration	3 years	1 year
Staining**	n/a	n/a
<b>TEAK</b>		
Frame structure and finish	1 year	90 days

\*Finish & Corrosion warranty void if exposed to excessive salt.

\*\* Natural Stone and GFRC are porous products. We recommend you seal them to protect them from staining.

Staining is not covered under the warranty. Please refer to the Care and Maintenance Guide to review care instructions for your furnishings. The above warranty information is for the product branded Sunset West only. Warranty work of any kind does not extend the warranty period past the original warranty. There are no other warranties of any kind, expressed written or implied.