

RATANA

Residential Warranty

Ratana's furniture residential warranty is a limited warranty which is valid from the date of purchase to the original purchaser with proof of purchase (original itemized sales receipt with date of purchase). This limited warranty covers RESIDENTIAL FURNITURE FOR NORMAL RESIDENTIAL USE.

Proper maintenance including routine cleaning, maintenance and tightening of all screws and bolts, replacement of worn glides, lubrication of mechanical parts and removal of products in severe climates and high winds is required to keep this warranty in effect. (Please refer to Ratana website for product care and maintenance)

(A) OUTDOOR

Stainless Steel Frame Furniture

10 Years Structural / 3 Years Weaving or Finishing Limited Warranty

The Ratana warranty covers stainless steel frame collections for 10 years from date of purchase against structural failure and covers 3 years weaving defects in materials and workmanship from the date of purchase. Scratches and chips resulting from normal wear and tear are not covered.

WARRANTY DOES NOT COVER MINOR VARIATIONS IN COLOR, TEXTURE OR FINISHES AND SURFACE IMPERFECTIONS THAT RESULT FROM THE CASTING AND/OR FINISHING PROCESS.

The Ratana woven resin warranty is valid for 3 years from date of purchase against abnormal discoloration and/or fading due to defects in raw materials. 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.

Extruded Aluminum Furniture

5 Years Structural / 3 Years Weaving or Finishing Limited Warranty

The Ratana warranty for extruded aluminum frame collections for 5 years against structural failure and 3 years finishing against peeling, cracking or blistering from the date of purchase. Scratches and chips resulting from normal wear and tear are not covered.

WARRANTY DOES NOT COVER MINOR VARIATIONS IN COLOR, TEXTURE OR FINISHES AND SURFACE IMPERFECTIONS THAT RESULT FROM THE CASTING AND/OR FINISHING PROCESS.

The Ratana woven resin or ropes warranty is valid for 3 years from date of purchase against abnormal discoloration and/or fading due to defects in raw materials. 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.

Fabric rips, tears or pilling in upholstered or woven straps/ropes products due to normal wear and tear are not covered.

Wicker Woven Furniture / Sling with Aluminum Frame Furniture

3 Years Structural / 3 Years Weaving or Finishing Limited Warranty

The Ratana warranty for wicker woven collections is valid for 3 years from date of purchase against structural failure and abnormal resin discoloration or fading due to defects in raw materials. Fading and/or discoloration resulting from exposure to the

elements, chemical spills, fluids, stains, oil, water damage or any other cause are not covered. Unraveling due to normal wear and tear is not covered.

Surfaces Warranty for Table Top/Table Base
3 Years Limited Warranty

The Ratana surfaces warranty covers 3 years for Durawood Top / Aluminum Top and Aluminum Base against structural failure from date of purchase. It applies to finishing and weaving against peeling, cracking or blistering. WARRANTY DOES NOT COVER MINOR VARIATIONS IN COLOR, TEXTURE OR FINISHES AND SURFACE IMPERFECTIONS THAT RESULT FROM THE CASTING AND/OR FINISHING PROCESS.

Durawood Table Tops are made of Polystyrene (PS). Due to its unique nature, severe and direct sunlight may cause sun damage. Defects that develop due to extreme climate conditions are not covered by this warranty. Please refer to the specific use and care guidelines on the care and maintenance for Durawood products on Ratana's website.

FAUX STONE / COMPOSITE MARBLE STONE TOP
2 Years Limited Warranty

The Ratana warranty covers Faux Stone / Composite Marble Stone Top against structural failure for 2 years from date of purchase. It applies to finishes against peeling, cracking or blistering. WARRANTY DOES NOT COVER MINOR VARIATIONS IN COLOR, TEXTURE OR FINISHES AND SURFACE IMPERFECTIONS THAT RESULT FROM THE CASTING AND/OR FINISHING PROCESS.

FIRE PIT TOP / BASE/ BURNER AND APRTS
3 – 5 Years Limited Warranty

The Ratana warranty covers Fire Pit Base (frame) / Aluminum Fire Pit Top for 3 years from date of purchase against structural failure.

The Ratana warranty for Burner System and Gas Valve for 2 years for aluminum and 5 years for Stainless Steel pans form date of purchase against manufacturing defects.

The Ratana Windshield warranty is 1 year against manufacturing defects from date of purchase.

Reflective Fire Glass, Glass Pebbles and Lave Rocks are not covered under warranty.

Umbrella / Umbrella Base / Furniture Cover "EcoLoom" / Hardware & Parts / Outdoor Cushion
1 Year Limited Warranty

Umbrella / Umbrella Base - The Ratana warranty for umbrella is valid for 1 year from date of purchase against manufacturing defects in materials and workmanship. 3 years limited warranty from date of purchase on those with Fiberglass ribs against breakage in stable climate conditions. Umbrella damage caused from wind conditions is not covered. Fading and/or discoloration resulting from exposure to the elements, chemical spills, fluids, stains, oil, water damage or any other causes are not covered.

In windy conditions, it is recommended that umbrellas be closed, removed from their base and stored or laid horizontally. To ensure stability of your umbrella, please observe proper placement, and use sufficient weight base.

The Ratana umbrella base warranty covers 1 year against manufacturing defects in materials and workmanship from the date of purchase. Rust is a natural part of the aging process of all steel or iron based materials and is not covered under the warranty.

Furniture Cover "EcoLoom" – The Furniture cover "EcoLoom" is warranty for 1 year against manufacturing defects in materials and workmanship from date of purchase. Fading and/or discoloration resulting from exposure to the elements, chemical spills, fluids, stains, oil, water damage or any other causes are not covered.

Hardware / Parts and Components - The Ratana warranty covers parts, hardware and components (e.g. seat straps, leg glides, and adjustable legs) for 1 year from the date of purchase against manufacturing defects in materials and workmanship.

Outdoor Cushion / Sling and Fabric - The Ratana outdoor cushions warranty covers against manufacturing defects for 1 year from the date of purchase. 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. Mildew will grow on dirt, dust, pollen and other organic matters on fabric covers; this is not covered by warranty. Softening of cushions or foams is part of normal wear and tear process, and is not considered as defective. Shrinkage of covers due to improper cleaning procedures will void the warranty.

Sling Fabric

2 Years Limited Warranty

Textilene Sling/Padded Sling - Ratana's warranty for Textilene or Padded Sling covers 2 years against manufacturing defects in materials and tearing from the date of purchase. Different variations in construction (i.e. different types of yarns and varying numbers of yarns in the warp and fill.) may affect sag and sag recovery. Warranty does not cover such variations in sag and sag recovery.

Fading and/or discoloration resulting from exposure to the elements, chemical spills, fluids, stains, oil, water damage or any other causes are not covered.

Batylite Sling – Serge Ferrari provides 2 years warranty against manufacturing defects in materials (Please refer to www.sergeferrari.com). Different variations in construction might result in variations in sag and sag recovery. **WARRANTY DOES NOT COVER SUCH VARIATIONS.**

Fabric is warranted only to the extent of the warranty provided to Ratana by its fabric suppliers.

Customer's Own Material (C.O.M.) fabrics are not covered under this warranty.

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.
- Glass breakage, chipping and cracking.
- Scratches and chips resulting from normal wear and tear.
- Fabric rips, tears, or pillings appears in upholstered, woven straps and ropes products.
- 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.

Winter Storage

During the winter months, all outdoor furniture should be stored indoors in an upright position to allow for proper water drainage, serious structural damage caused by freeze or ice damage is not covered by warranty.

RETURN OF FURNITURE

All returns require prior authorization by Ratana 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 Ratana's sole discretion, Ratana will repair or replace any item that meets the above criteria. Ratana may discontinue any component parts such as fabric, paints, or finished products at any time. If style has been discontinued and replacement is necessary, Ratana will replace with any style and finish that most closely matches the returned item. Furniture must be returned to Ratana in proper packaging.

Shipping and Handling

Ratana will pay for shipping of damaged or replacement products within Canada and the continental United States for 1 year from the date of purchase (labor and/or installation not included).

Ratana is not responsible for incidental or consequential damages, which may vary in some states. In no event shall Ratana's responsibility exceed the value of the replacement products. Warranty service of any kind does not extend the warranty period. IF RATANA 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 RATANA BE LIABLE TO YOU FOR ANY DAMAGES, INCLUDING INCIDENTAL OR CONSEQUENTIAL DAMAGES, ARISING FROM THE USE OR INABILITY TO USE THIS PRODUCT.

Effective: Sept 12, 2018

Updated: June, 2018

Commercial Warranty

Ratana's furniture contract warranty is a limited warranty which is valid from the date of purchase to the original purchaser with proof of purchase (original itemized sales receipt with date of purchase). This limited warranty covers SPECIFIC CONTRACT FURNITURE FOR NORMAL COMMERCIAL USE.

Proper maintenance including routine cleaning, maintenance and tightening of all screws and bolts, replacement of worn glides, lubrication of mechanical parts and removal of products in severe climates and high winds is required to keep this warranty in effect. (Please refer to Ratana website for product care and maintenance)

Stainless Steel Frame Furniture

5 Years Structural / 3 Years Weaving or Finishing Limited Warranty

The Ratana warranty covers stainless steel frame collections for 5 years from date of purchase against structural failure and covers 3 years weaving defects in materials and workmanship from the date of purchase. Scratches and chips resulting from normal wear and tear are not covered.

WARRANTY DOES NOT COVER MINOR VARIATIONS IN COLOR, TEXTURE OR FINISHES AND SURFACE IMPERFECTIONS THAT RESULT FROM THE CASTING AND/OR FINISHING PROCESS.

The Ratana woven resin warranty is valid for 3 years from date of purchase against abnormal discoloration and/or fading due to defects in raw materials. 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.

Extruded Aluminum Furniture

3 Years Structural / 3 Years Weaving or Finishing Limited Warranty

The Ratana warranty for extruded aluminum frame collections for 3 years against structural failure and finishing against peeling, cracking or blistering from the date of purchase. Scratches and chips resulting from normal wear and tear are not covered.

WARRANTY DOES NOT COVER MINOR VARIATIONS IN COLOR, TEXTURE OR FINISHES AND SURFACE IMPERFECTIONS THAT RESULT FROM THE CASTING AND/OR FINISHING PROCESS.

The Ratana woven resin warranty is valid for 3 years from date of purchase against abnormal discoloration and/or fading due to defects in raw materials. 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.

Fabric rips, tears or pilling in upholstered or woven straps/ropes products due to normal wear and tear are not covered.

Wicker Woven Furniture / Sling with Aluminum Frame Furniture
3 Years Structural / 3 Years Weaving or Finishing Limited Warranty

The Ratana warranty for wicker woven collections is valid for 3 years from date of purchase against structural failure and abnormal resin discoloration or fading due to defects in raw materials. Fading and/or discoloration resulting from exposure to the elements, chemical spills, fluids, stains, oil, water damage or any other cause are not covered. Unraveling due to normal wear and tear is not covered.

Surfaces Warranty for Table Top/Table Base
2 Years Limited Warranty

The Ratana surfaces warranty covers Durawood Top / Aluminum Top / Werzalit Top / Faux stone / Woven and Aluminum Base against structural failure for 2 years from date of purchase. It applies to finishing and weaving against peeling, cracking or blistering.

WARRANTY DOES NOT COVER MINOR VARIATIONS IN COLOR, TEXTURE OR FINISHES AND SURFACE IMPERFECTIONS THAT RESULT FROM THE CASTING AND/OR FINISHING PROCESS.

Durawood Table Tops are made of Polystyrene (PS). Due to its unique nature, severe and direct sunlight may cause sun damage. Defects that develop due to extreme climate conditions are not covered by this warranty. Please refer to the specific use and care guidelines on the care and maintenance for Durawood products on Ratana's website.

Werzalit Top – for tabletops which are exposed to direct sunlight, we recommend using lighter colour decors as they absorb less heat than with darker table tops. Werzalit crowns its tables on purpose for various reasons. In most cases you will see 1/4 to 3/8 inch crown from center of table to the edge. However, depending on environmental and climate conditions you could see up to a 1/2 inch crown from center to edge.

WARRANTY DOES NOT COVER NORMAL DISCOLORATION, FADING, STAINING OR BENDING OF THE TABLE TOP. THIS WARRANTY ALSO DOES NOT COVER TABLETOPS WITH DARK DÉCOR THAT HAVE BEEN PLACED IN DIRECT SUNLIGHT AND HAVE CONCAVED.

Umbrella / Umbrella Base / Hardware & Parts / Outdoor Cushion
1 Year Limited Warranty

Umbrella (Fiberglass or with Fiberglass ribs) - The Ratana warranty for umbrella is valid for 1 year from date of purchase against manufacturing defects in materials and workmanship. 3 years limited warranty from date of purchase on those with Fiberglass ribs against breakage in stable climate conditions. Umbrella damage caused from wind conditions is not covered. Fading and/or discoloration resulting from exposure to the elements, chemical spills, fluids, stains, oil, water damage or any other causes are not covered.

Umbrella (Alum / Cantilever) – Ratana warranty for umbrella frame is valid for 3 year from date of purchase against manufacturing defects in materials and workmanship. Umbrella damage caused from wind conditions is not covered. Fading and/or discoloration resulting from exposure to the elements, chemical spills, fluids, stains, oil, water damage or any other causes are not covered.

In windy conditions, it is recommended that umbrellas be closed, removed from their base and stored or laid horizontally. To ensure stability of your umbrella, please observe proper placement, and use sufficient weight base.

Umbrella Base -

The Ratana umbrella base warranty covers 1 year against manufacturing defects in materials and workmanship from the date of purchase. Rust is a natural part of the aging process of all steel or iron based materials and is not covered under the warranty.

Hardware / Parts and Components - The Ratana warranty covers parts, hardware and Components (e.g. seat straps, leg glides, and adjustable legs) for 1 year from the date of purchase against manufacturing defects in materials and workmanship.

Outdoor Cushion / Sling and Fabric - The Ratana outdoor cushions warranty covers against manufacturing defects for 1 year from the date of purchase. 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. Mildew will grow on dirt, dust, pollen and other organic matters on fabric covers; this is not covered by warranty. Softening of cushions or foams is part of normal wear and tear process, and is not considered as defective. Shrinkage of covers due to improper cleaning procedures will void the warranty.

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Fading and/or discoloration resulting from exposure to the elements, chemical spills, fluids, stains, oil, water damage or any other causes are not covered.

Batylite Sling – Serge Ferrari provides 2 years warranty against manufacturing defects in materials (Please refer to www.sergeferrari.com). Different variations in construction might result in variations in sag and sag recovery. **WARRANTY DOES NOT COVER SUCH VARIATIONS.**

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Stamskin Fabric

5 Years Limited Warranty

Serge Ferrari provides 5 years limited warranty against manufacturing defects in materials. (Please refer to www.sergeferrari.com/products/stamskin-range/stamskin-top). Serge Ferrari recommends Serge Ferrari Cleaner 500 to clean and maintain STAMSKIN membranes (www.youtube.com/watch?v=WEge8fyYRqQ&feature=youtu.be)

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.
- Glass breakage, chipping and cracking.
- Scratches and chips resulting from normal wear and tear.
- Fabric rips, tears, or pillings appears in upholstered, woven straps and ropes products.
- 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.

Winter Storage

During the winter months, all outdoor furniture should be stored indoors in an upright position to allow for proper water drainage, serious structural damage caused by freeze or ice damage is not covered by warranty.

RETURN OF FURNITURE

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Effective: May 15, 2019

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