PLANK & HIDE CO.™

LIMITED WARRANTY

Warranty is to the original purchaser when items are purchased from one of our authorized retailers and is not transferable.

General Residential Warranty*

We warrant all our residential use furniture frames for seven (7) years from the date of the original purchase by the residential owner. The warranty applies only to the original purchaser. If your frame fails structurally during normal usage we will repair, refinish or replace the frame at manufacturer's discretion (with same or similar product if discontinued) without charge. Damage as a result of dropping, breaking or misuse for the intended use of a cast part other than a weld is not covered under this warranty. Due to the unique nature of hand-applied finishes the color of a replacement item(s) may not match exactly.

General Commercial Warranty

We warrant all our commercial use furniture frames for one (1) year on the frame and two (2) years on the finish from the date of purchase. Commercial use is defined as use in any public area. If your frame fails structurally during normal usage within one (1) year, or if the finish peels, cracks or blisters within two (2) years from the date of purchase, we will repair, refinish or replace the frame (with same or similar product if discontinued) without charge. Damage as a result of dropping or breaking a cast part other than a weld is not covered under this warranty. Use of the product in the common area of a condominium, cooperative or planned use development property is considered commercial use. Due to the unique nature of hand-applied finishes the color of a replacement item(s) may not match exactly.

Frames*

Frames (non-Sima™) are warranted to be free from defects in materials and workmanship for a period of 7 years (one (1) year for commercial use). Damage to frames or welds due to improper assembly or exposure to water and sub-freezing temperatures is not covered. Breakage that is a result of the product being misused, dropped, acts of nature, acts of war, and vandalism are not covered.

Finish*

The finish is warranted against peeling, cracking, or blistering for a period of two (2) years provided the product has not been scratched or abraded. Scratches and chips resulting from normal wear and tear are not covered. Fading resulting from exposure to elements is not covered. Stains as a result of chemical spills and certain food items are not covered. Straps and Fabric (if applicable) Vinyl

straps, slings, fabrics and cushions are warranted for a period of one (1) year from original date of purchase, against breaking, separation or tearing. Fading or discoloration resulting from exposure to the elements, chemicals, or from spills is not covered.

***Sima™ (if applicable)**

Sima™ dining and occasional table tops and deep seating products are warranted for a period of one (1) year from original date of purchase against structural failure, fading, discoloration, peeling or cracking. Scratches and chips resulting from normal wear and tear are not covered. Sima™ material is a proprietary blend of magnesium oxide (MGO), stone powder, inert minerals and brine with a curing process that simulates natural materials (ie: stone, wood, wicker etc.) – then hand finished. Due to the unique nature of hand-applied finishes the color of a replacement item(s) may not match exactly. Wicker (if applicable) All weather wickers are warranted for a period of three (3) years from original date of purchase against breaking, tearing or fading. Fading or discoloration resulting from chemicals or spills is not covered.

Fire Pits

Cast aluminum & steel wood fire pit bowls are warranted for a period of one (1) year from original date of purchase, against defects in material and/ or workmanship. Rust is not covered. All parts of gas fire pits are warranted for a period of one (1) year from original date of purchase against defects in material and or workmanship. Fire pit media (glass or rock) are not covered.

Warranty Exclusions

Failure caused by unreasonable or abusive use. Furniture that were clearance items, display models or items purchased in an “as is” condition, freight damage, furniture damaged by acts of nature, vandalism, fire, abuse, lack of proper care and maintenance, or improper assembly; straps and fabric against normal fading or discoloration from exposure to elements, oils, spills, fluids or chemicals; table top against breakage; hardware against corrosion or rusting; buckling or splitting of tubing resulting from exposure to water and freezing temperatures; glass table tops, purchased or replacement parts; plastics. Also excluded: shipping & handling fees associated with warranty or part/ product replacement, loss of use of time and/or inconvenience, money, travel, packaging or any other consequential or incidental damages. In no event shall Plank & Hide, Co. responsibility exceed the value of the replacement product.

All warranty claims must be submitted with a dated register receipt within the warranty period (and dealer PO#), pictures of the defect/ damage, and completed Plank & Hide RMA form. Should replacement of the warranted item be unavailable, Plank & Hide, Co. reserves the right to substitute items of our choice similar in style, color and quality. For quality control purposes and verification, we reserve the right to request additional information/ photographs of the damaged item(s). The terms of this warranty are subject to change without notice. To obtain warranty service, contact the authorized selling dealer first. Plank & Hide Customer Relations may be reached at 1-888-462-6852 (USA) between the hours of 8:00 am and 5:00 pm EST, Monday thru Friday, or email to service@plankandhide.com or visit the company website at www.plankandhide.com.