

COMMERCIAL WARRANTY Furniture manufactured and sold by NorthCape International LLC, NorthCape Contract & Trade, NCI, NorthCape, is subject to the following limited warranties:

Aluminum Frames

Aluminum Frames are warranted to be free from defects in materials and workmanship for a period of five (5) years. Damage to frames or welds due to improper assembly, improper use, or exposure to water and sub-freezing temperatures is not covered under this limited warranty. (Therefore, you should not allow water to accumulate inside frames).

Moving/Adjustable Parts

All hardware used in and for woven Recliners, Swivel Gliders, Swivel Rockers and other moving parts and accessories are warranted to be free from defects in materials and workmanship for five (5) years. User Must lubricate device BI-ANNUALLY with WD-40 or similar or warranty is void. Hardware for non-woven swivel bases and adjustable chaises are warranted for a period of five (5) years to be free from defects in materials and workmanship.

Resin Wicker

Straps and/or wicker weave are warranted for a period of five (5) years against separation, cracking or tearing. Fading or discoloration of the straps and/or wicker weave resulting from exposure to sunlight or other natural elements, oils, spills, fluids, or chemicals is not covered under this limited warranty. In addition, resin wicker that is cut or sliced by the customer during or after unpackaging is not covered under this limited warranty. Damage caused by exposure to heat or flame voids the warranty.

Painted Finish

The finish is warranted against peeling, cracking, or blistering for a period of five (5) years, provided the product has not been scratched or abraded. Scratches and chips resulting from normal wear and tear on the finish are not covered under this limited warranty. Fading or discoloration of the finish as a result of exposure to sunlight or other natural elements, oils, spills, fluids, or chemicals is not covered under this limited warranty.

Tabletops

To include: CAL SIL/CALCIUM SILICATE, TANGENT MATERIAL, CERAMIC GLASS, TEMPERED GLASS, CONCRETE, DURABOARD, PORCELAIN. These products are warranted against peeling, cracking, or blistering for a period of five (5) years, provided the Product has not been scratched, chipped, or shattered. Scratches and chips resulting from normal wear and tear on the finish are not covered under this limited warranty. Fading or discoloration of the finish as a result of exposure to sunlight or other natural elements, oils, spills, fluids, or chemicals is not covered under this limited warranty.

Umbrella

Umbrella frames are warranted for a period of five (5) years against manufacturers' defects only. Umbrella bases (if available) are not covered under this limited warranty. Damage to the umbrella frames from sunlight, wind, or other natural elements is not covered under this limited warranty.

Cushions, Pillows, and Furniture Covers

These products are warranted for a period of five (5) years against separation at the seams only. Fading or discoloration of the cushions resulting from exposure to sunlight or other natural elements, oils, spills, fluids, or chemicals is not covered under this limited warranty. Contact your dealer for information regarding warranty on specific fabrics such as Sunbrella or Belenos.

Strap Suspension Seating

Strap Suspension Seating is warranted for a period of five (5) years against separation, tearing, or loss of elasticity; provided, however, that only the suspension seat itself will be replaced under the terms of this limited warranty, not the entire frame. Fading or discoloration of the strap suspension seating resulting from exposure to sunlight or other natural elements, oils, spills, fluids, or chemicals is not covered under this limited warranty.

Sling Material Collections

Sling seating material is warranted for a period of five (5) years against separation or tearing.

Mixed Material Collections – Non-Woven

To include: SLING, POLYFLEX AND UPHOLSTERED.

Aluminum frames for non-woven collections are warranted to be free from defects in materials and workmanship for a period of five (5) years. Sling seating, PolyFlex, and upholstered material is warranted for a period of five (5) years against separation or tearing.

Warranty Exclusions

The following are not covered under the limited warranties set forth above: Products which are clearance items, display models, or otherwise purchased on an "as is" basis. Damage to the product was incurred during shipping. Products damaged by acts of nature, wind damage, vandalism, animal damage, fire, or abuse. Lack of proper care and maintenance. Improper assembly or improper use. Flattening or compression of cushions. Fading or discoloration of the product or any of its components resulting from exposure to sunlight or other natural 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; purchased or replacement parts; plastics. Also excluded: loss of use or time, inconvenience, money, travel, packaging, or any other consequential or incidental damages. In no event shall NorthCape's responsibility under this limited warranty exceed the value of the replacement product.

Proof of purchase

The limited warranties set forth herein are only made in favor of the original purchaser of the Product and only if the Product is purchased from one of our authorized retailers. The limited warranties with respect to the Product set forth herein are not transferable. All warranty claims must be submitted with a dated register receipt within the warranty period, directly to the authorized retailer where the merchandise was purchased. NorthCape does not administrate warranty claims directly with the original purchaser. For quality control purposes and verification, NorthCape requires photographs of the damaged/defective item(s) to determine the nature and extent of the damage/defect. All photographs shall be submitted at the customer's expense.

If a product manufactured by NorthCape falls under the terms of our limited warranty set forth above, NorthCape will repair or replace the item, at our discretion, at no charge. Where the exact product is no longer available, NorthCape reserves the right to substitute a similar item.

NORTHCAPE MAKES NO IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE OR ANY OTHER WARRANTIES, EXPRESS OR IMPLIED, EXCEPT AS OTHERWISE SET FORTH ABOVE. UNDER NO CIRCUMSTANCES SHALL NORTHCAPE BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL LOSSES, DAMAGES, OR EXPENSES, DIRECTLY OR INDIRECTLY ARISING FROM THE SALE, HANDLING, OR USE OF THE PRODUCT.

The terms of this limited warranty are subject to change without notice.

NorthCape

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