



## WARRANTY COVERAGE

Here at BuildDirect we can assure our customers that our products are of a high quality since we take great care across all stages of production, ensuring the end result is one we are proud of.

This confidence in our products means we can offer a 2 year structural warranty on the frames of all our outdoor furniture, covering both manufacturing and/or material defects. This is offered to the original purchaser only; guaranteeing a replacement, repair or refund in accordance with our terms.

We're proud of our furniture and the service we offer our customers, as well as covering the frame of all our furniture, we also offer a 2 year warranty on both our outdoor cushion covers and cushion foams. Please note, outdoor cushions bought directly from BuildDirect are advertised as shower proof; they are not intended to be stored outside. BuildDirect hold the right to reject any claim resulting from weather damage.

In addition to this BuildDirect also offer a 2 year warranty against the fading, cracking and peeling of our outdoor synthetic weave. Our warranties are only valid for the US mainland, from the date of purchase, to the original purchaser only and may be subject to our terms. Our warranties do not cover the normal wear and tear of furniture or any damages that arise due to misuse, negligence or incorrect assembly.

Unless otherwise stated at your point of order, BuildDirect will not offer a warranty to a customer who reports damages as a result of our furniture being placed in a commercial environment, or from any damages caused from solvents as a result of cleaning the furniture.

\*Please note: The warranty is intended to cover the original purchaser only, valid from day of purchase and is not transferable. A valid claim will be accepted if the customer produces their original invoice as proof of purchase. Products must reside in the Mainland US.

## WARRANTY EXCLUSIONS

Limited warranty does not include: items purchased "as is"; freight damage; furniture damaged by acts of nature, vandalism, fire, abuse, lack of proper care and maintenance, or improper assembly; weave and fabric against fading or discoloration from exposure to elements, oils, spills, fluids or chemicals; table top against breakage; buckling or splitting of tubing resulting from exposure to water and freezing. Also excluded are: loss of use or time, inconvenience, money, travel structural failure due to rust or rusting on the general frame is expressly excluded from this limited warranty. Glass is not warranted except for delivery, where any damage must be reported within 7 days of delivery.