

# Warranty Details – Outdoor Furniture

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure. The warranty commences from date of purchase and covers manufacturing faults and defects only. A limited warranty of 3 years applies to the aluminium frame and polyethylene synthetic Rattan and a limited warranty of 1 year applies to cushions, slings and vinyl straps, all subject to the warranty conditions set out below.

## Conditions of Warranty:

1. Your dated receipt (proof of purchase) must be presented for all claims.
2. Freight and handling charges, when making a claim under warranty, are the responsibility of the purchaser, unless the cost of returning or transporting is significant, in which case the supplier should be contacted.
3. The finish is guaranteed against cracking and peeling, but only if the product has not been damaged or scratched through negligent or improper use.
4. Islander Imports Pty Ltd reserves the right to repair or replace the product or to make a substitution with a similar item, should the specific article no longer be available. The replacement/s will be an individual item/s and not a complete setting.
5. This warranty takes effect from the date of purchase and will not be extended as a result of a claim, regardless if a repair or replacement have been transacted.
6. The warranty period applies to the original purchaser only and cannot be transferred.

## Not covered by warranty:

- Damage caused to the product as a result of failure by the purchaser or end user to comply with care or installation instructions provided.
- Hardware against rusting or corrosion
- Damage through abuse, lack of proper care or acts of nature
- Fading of cushion or sling fabrics, stains or mildew caused by failure to comply with maintenance and care instructions, or by general wear and tear.
- Please note that this product is for domestic use only and the warranty does not extend to commercial use.

## Fabric Care:

For cleaning instructions of your cushion covers, please refer to the care label attached to each cushion.

When not in use, please store your cushions in a cool, dry place, away from direct sunlight. This will prolong the lifespan of your cushions. Alternatively you can cover the furniture with commercially available furniture covers to help protect against the elements. Cushions should be taken inside during periods of rain. Should cushions get wet please ensure they have been dried completely, before storing or using them again. Care should be taken when using lotions and oils – also exposure to chemicals such as Chlorine, or extreme weather conditions, can cause permanent discolouration to the fabric. The fading of cushions as a result of general wear and tear, or from failure to comply with these maintenance and care instructions, is not covered under this warranty.

## Cleaning:

**Frames:** Chair and table frames should be washed with a solution of mild soap and water. Rinse with clean water and completely dry with a soft towel.

**Straps:** Wash regularly with warm water and mild soap only. Do not use harsh or abrasive cleaning materials.

**Synthetic Rattan:** Clean with warm soapy water and rinse with cold, clean water.

**Important Safety Instructions:**

Do not sit on the table. Do not allow children to sit or play on the table.

Do not strike or place heavy objects on the table and avoid scratching the glass.

Do not place hot or abrasive items directly on the glass top.

These tables come with tempered glass, which is stronger and safer than normal glass, but it is not unbreakable. Damage through careless handling may not immediately be visible, but can cause the glass to shatter, if subjected to thermal or other stress.

Furniture should not be dragged at any time.

If an umbrella is used in the table, the pole must be secured in a separate and suitably strong base.

An umbrella must never be left open and unattended during windy conditions.

**All recommendations and instructions are made in good faith and without accepting liability, because conditions of use will be beyond our control**



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