

# WARRANTY

## WARRANTY 2023:

Gloster Furniture Inc. is dedicated to providing customers with quality products and exceptional service. Our exclusive warranty reaffirms that commitment to our valued clients. Please take the time to read this carefully.

### DEFINING THE WARRANTY

Gloster proudly provides you, the original retail purchaser or the gift recipient, with the limited warranties on your product. These warranties apply to products purchased from an authorized reseller and apply under normal conditions of use. Our products are not warrantied against normal wear and tear; accidents, abuse, or neglect; or from damage resulting from improper use, care, or storage. Damage resulting from misuse, alteration, negligence, accident or normal wear is not covered by this warranty.

### GENERAL WARRANTY COVERAGE

Our products are warrantied to be free from material defects in workmanship, materials, and construction from date of purchase for the number of years noted below when used for normal, residential outdoor use.

- Aluminum, Teak, Stainless Steel - **Five (5) Years**
- Wicker, Outdoor Leather, Outdoor Rope, Water Resistant Cushions, Furniture Covers, Slings - **Two (2) Years**
- Synthetic Stone, Ceramic, Glass, Solar LED Light - **Two (2) Years**
- Standard Cushions, Throw Pillows - **One (1) Year**

### HALO PARASOLS WARRANTY

**Two (2) Years** - Structural components, fittings and mechanisms, covering materials and workmanship in normal use, not including superficial or accidental damage, or expected normal wear and tear.

- **One (1) Year** - Powder coat finish, covering adhesion and environmental resistance, not including superficial or accidental damage, or expected normal wear and tear.

### WARRANTY LIMITATIONS AND EXCLUSIONS

Because many of our products are handcrafted and made with natural materials, variations in size, shape, and color can be expected. Due to the natural variations in wood and the hand-finishing techniques used to create many of Gloster's products, finish colors may vary from piece to piece. Small cracks, which may appear in the end grain of teak when exposed to the elements, and any change of appearance due to weathering are considered entirely natural for teak outdoor furniture. Teak components should be wiped with a soft cloth upon receipt to remove any residual sanding dust. Transfer of oil pigments onto fabrics and patio surfaces is to be expected with newly exposed

teak as the surface color washes away. Cushions may retain water in the event of prolonged periods of rain. For complete information regarding use and care, please refer to the Care & Maintenance materials available at [gloster.com](http://gloster.com).

These warranties do not cover such variations or any differences between floor samples, swatches, or printed illustrations and your item(s). Gloster is also not responsible for color variations in fabric or leather upholstery due to dye lot variations that may occur with nonconcurrent orders. Any product modification by reseller or consumer, or use of non-Gloster parts, voids this warranty.

No warranty claims will be accepted for any products or components that are over 5 years old.

## WARRANTY SERVICE

If you have an issue with your Gloster product that you feel is covered by this warranty, contact the Quality Assurance Center where you made your purchase or your nearest authorized Gloster Reseller. You will need your dated sales receipt to initiate your warranty claim; as the warranty period begins at the time of purchase. The sole remedy provided by Gloster under this warranty will be to repair or replace the product or any part thereof. Gloster reserves the right to decide the appropriate remedy at its sole discretion. If we decide to replace a product we no longer sell, we will replace it with a comparable product of equal or lesser value which is of like kind and quality. If your product is repaired or replaced, the limited warranty will not be renewed or extended. Questions or concerns regarding the information in this outline, please contact the Gloster Quality Assurance Center (QA@GLOSTER.COM).

## LIMITATION OF SELLER'S LIABILITY

(a) In no event shall seller be liable to buyer or any third party for any loss of use, revenue or profit, or for any other consequential, indirect, incidental, special, exemplary, or punitive damages whether arising out of breach of contract, tort (including negligence), or otherwise, regardless of whether such damages were foreseeable and whether or not the seller has been advised of the possibility of such damages, and notwithstanding the failure of any agreed or other remedy of its essential purpose. (b) In no event shall seller's aggregate liability arising out of or related to this agreement, whether arising out of or related to breach of contract, tort (including negligence), or otherwise, exceed the total of the amounts paid to seller for the goods sold hereunder.

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## WARRANTY 2021:

### TERMS

- Gloster Furniture warrants to the original purchaser that our outdoor furniture is free from defective materials and workmanship under its intended reasonable use.
- The warranty starts from the date of sale to the end consumer.
- The warranty is non-transferable, and is applicable to the original purchaser only. Proof of purchase will be required.

- Any product believed to be of faulty materials or workmanship should be reported to Gloster Furniture as soon as reasonably possible.
- Following Gloster Furniture's assessment, any fault found and covered by this warranty will be rectified by the replacement or repair of the faulty part or product. If deemed necessary to return for repair, Gloster Furniture will arrange for the product to be returned to us via our choice of transit, repaired, and returned free of charge. Circumstances may dictate that local repair is the best course of action.
- No returns are accepted without prior authorisation from Gloster Furniture.
- The product must not have been misused, or handled carelessly, nor been damaged, neglected, or used in abnormal conditions.
- The product must not have been modified, altered in any way, or repaired by anyone other than a member of Gloster staff or their appointed representatives.
- The warranty will only be valid if proper maintenance and cleaning have been carried out in accordance with Gloster's aftercare instructions.
- This warranty does not apply to normal wear and tear caused by regular use.
- Damage such as dents, scratches, marks and tears to fabrics or fibers that have happened during normal use are not covered by this warranty.
- Small cracks, which may appear in the end grain of teak when exposed to the elements, and any change of appearance due to usual weathering are considered entirely natural for teak outdoor furniture and are not covered by this warranty.
- Wheels and footcaps are excluded from the general warranty, but are guaranteed for a period of **One (1) year** from the date of delivery.
- Sling / Strap / Rope warranty covers against tearing, discolouration or fading. Normal sagging is to be expected in use, and is not covered by this warranty.
- Due to the nature of the planks used to create RAW table tops, any splits, cracks in the end grain, hollow knots, twisting of timber over time or degradation of the sapwood when outdoors are considered entirely natural for thick-plank, teak outdoor furniture and are not covered by this warranty.

## REPORTING COMPLAINTS

In order to look in to complaints/warranty issues Gloster requires ALL of the following information provided in one single email:

- Photographs of the issue - general overview and close ups of specific areas of damage and/or failure.
- Product code of item affected.
- Batch number & country of origin - this can be found on a small silver rectangular label which is located out of sight, usually on the underside of the item (on the inside of the zipper on cushions / on the label on covers), containing a 6 digit number and the country of origin.
- Date of purchase - please send a copy of the invoice as proof of the purchase date.
- Location of furniture - e.g. coastal / inland / swimming pool.

- Brief description of the damage and how the damage occurred.

Please always use a reference, i.e. customer name in the title of the email, so it is easy to track. Once all of the above information has been received, we will review the case and advise in due course.

## RETURN POLICY

- Written authorisation must be obtained from Gloster prior to returning any physical products.
- Products returned without prior written authorisation will be refused.
- Gloster only accepts the return of a product if it is a manufacturer's defect.
- Returned products are inspected by our Quality Control Manager and replaced or repaired if the damage is a result of a manufacturer's defect. If it is determined not to be a manufacturer's defect, the customer, along with the Quality Control Manager will decide what further action to take.
- Returned goods will only be accepted if returned in their original packaging.

## HALO PARASOLS WARRANTY

- **Three(3) Years** - Structural components, fittings and mechanisms, covering materials and workmanship in normal use, not including superficial or accidental damage, or expected normal wear and tear.
- **One (1) Year** - Powder coat finish, covering adhesion and environmental resistance, not including superficial or accidental damage, or expected normal wear and tear.

WARRANTY YEARS	Domestic 5 Contract 5	Domestic 5 Contract 3	Domestic 3 Contract 3	Domestic 2 Contract 2	Domestic 2 Contract 2	Domestic 2 Contract 2	Domestic 2 Contract 2	Domestic 1 Contract 1
MATERIALS	Aluminum	Teak S. Steel	Wicker	Water Res. Fabric Cushions	Strap Rope Sling	Ceramic Glaze Glass	Stone LED Lights	Acrylic Fab. Cush. Scatter Cush.
COLLECTIONS								
180	X	X	-	X	X	-	-	X
Accessories	X	X	-	-	-	-	-	-
Ambient	X	X	X	-	-	X	X	-
Arbor	-	X	-	-	-	-	-	-
Archi	-	X	-	-	X	-	-	X
Bay	X	X	-	X	X	-	-	X
Bells	X	X	X	-	-	-	-	-

WARRANTY YEARS	Domestic 5 Contract 5	Domestic 5 Contract 3	Domestic 3 Contract 3	Domestic 2 Contract 2	Domestic 2 Contract 2	Domestic 2 Contract 2	Domestic 2 Contract 2	Domestic 1 Contract 1
MATERIALS	Aluminum	Teak S. Steel	Wicker	Water Res. Fabric Cushions	Strap Rope Sling	Ceramic Glaze Glass	Stone LED Lights	Acrylic Fab. Cush. Scatter Cush.
COLLECTIONS								
Blow	-	X	-	-	-	X	-	-
Carver	X	X	-	-	-	X	-	-
Clipper	-	X	-	-	-	-	-	-
Cradle	X	X	-	X	-	-	-	X
Curve	X	X	-	-	-	-	-	-
Dansk	-	X	X	-	X	-	-	-
Deco	X	X	-	X	-	-	-	X
Dune	X	X	-	-	X	X	-	X
Fern	X	X	-	-	X	-	-	X
Grand Weave	X	X	-	X	X	-	-	X
Grid	X	X	-	X	X	X	-	X
Helio	X	-	-	X	X	-	-	X
Kay	X	X	X	-	-	X	-	X
Lima	X	X	X	X	X	X	-	X
Lodge	X	X	-	X	X	-	-	X
Loop	X	X	-	X	X	-	-	X
Maya	X	X	-	X	X	X	-	X
Mistral	X	X	X	X	X	-	-	X
Raw	X	X	-	-	-	-	-	-
Rugs/Basket	-	-	-	-	X	-	-	-
Ryder	-	X	-	-	X	-	-	-
Screens	X	X	-	-	-	-	-	-

WARRANTY YEARS	Domestic 5 Contract 5	Domestic 5 Contract 3	Domestic 3 Contract 3	Domestic 2 Contract 2	Domestic 2 Contract 2	Domestic 2 Contract 2	Domestic 2 Contract 2	Domestic 1 Contract 1
MATERIALS	Aluminum	Teak S. Steel	Wicker	Water Res. Fabric Cushions	Strap Rope Sling	Ceramic Glaze Glass	Stone LED Lights	Acrylic Fab. Cush. Scatter Cush.
COLLECTIONS								
Split	X	X	-	-	-	X	-	-
Storage Chest	X	X	-	-	X	-	-	-
Sway	X	X	-	X	X	-	-	X
Trident	-	X	-	-	-	-	-	-
Tundra	-	X	X	X	-	-	-	X
Whirl	-	X	-	-	-	X	-	-
William	-	X	-	X	-	-	-	X
X-Frame	-	X	-	-	-	X	-	-

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