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## 2024 WARRANTY

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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 warranted 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 warranted 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, Powder Coat	5 Years
Wicker, Outdoor Leather, Outdoor Rope, Synthetic Stone, Natural Stone, Ceramic, Glass, Solar LED Light	2 Years
Cushions, Throw Pillows, Slings, Furniture Covers	2 Years

### HALO PARASOLS WARRANTY

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

2 Years - 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. 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 guides 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 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](mailto: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 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.