



# 2019 WARRANTY



## WARRANTY 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 may 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 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 best course of action.

No returns are accepted without prior authorization from Gloster Furniture.

The product must not have been misused, 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 representative.

The warranty will only be valid if proper maintenance and cleaning have been carried out in accordance with Gloster aftercare instructions located at [www.gloster.com](http://www.gloster.com).

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 glides are excluded from the general warranty, but are guaranteed for a period of 1 year from the date of delivery.

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 should be removed during rainy periods and gentle cleaning with mild detergent (i.e., Murphy Oil Soap) may be required.

Sling warranty covers against tearing, discoloration or fading. Normal sagging is to be expected in use, and is not covered by this warranty.

Check for shortages, damages and broken pallets prior to signing your proof of delivery. Signing for a shipment free and clear of damage and shortage releases both the freight company and Gloster from any recompense.

|                           | 5 YEARS   | 3 YEARS   | 3 YEARS | 2 YEARS  | 2 YEARS   | 2 YEARS   | 2 YEARS | 1 YEAR   |
|---------------------------|-----------|-----------|---------|----------|-----------|-----------|---------|----------|
|                           |           | TEAK      | WICKER  |          |           | SYNTHETIC |         |          |
|                           | ALUMINIUM | STAINLESS | OUTDOOR | WEATHER  | FURNITURE | STONE     | SOLAR   | STANDARD |
|                           |           | STEEL     | LEATHER | PROOF    | COVERS    | CERAMIC   | LED     | CUSHIONS |
|                           |           |           | ROPE    | CUSHIONS | SLINGS    | GLASS     | LIGHT   | THROW    |
|                           |           |           |         |          |           |           |         | PILLOWS  |
| 180 / HELIO               | Y         | -         | -       | -        | Y         | -         | -       | -        |
| ACCESSORIES               | -         | Y         | -       | -        | Y         | -         | -       | -        |
| AMBIENT                   | -         | Y         | Y       | -        | Y         | -         | Y       | -        |
| ARBOR                     | -         | Y         | -       | -        | Y         | -         | -       | -        |
| ARCHI                     | -         | Y         | Y       | Y        | Y         | -         | -       | Y        |
| ARLINGTON                 | -         | Y         | Y       | Y        | Y         | -         | -       | Y        |
| ATMOSPHERE                | Y         | Y         | -       | -        | Y         | -         | -       | Y        |
| AZORE                     | Y         | Y         | -       | -        | Y         | -         | -       | -        |
| BAY                       | -         | Y         | -       | Y        | Y         | -         | -       | Y        |
| BELLS                     | Y         | Y         | -       | -        | Y         | -         | -       | -        |
| BLOC                      | Y         | -         | -       | Y        | Y         | -         | -       | Y        |
| BLOW                      | -         | Y         | -       | -        | Y         | Y         | -       | -        |
| BRISTOL                   | -         | Y         | -       | -        | Y         | -         | -       | -        |
| CARVER                    | Y         | Y         | -       | -        | Y         | Y         | -       | -        |
| CLIPPER                   | -         | Y         | -       | -        | Y         | -         | -       | -        |
| CRADLE                    | Y         | Y         | -       | Y        | Y         | -         | -       | Y        |
| CURVE                     | Y         | Y         | -       | -        | Y         | -         | -       | -        |
| DANSK                     | -         | Y         | Y*      | Y        | Y         | Y         | -       | Y        |
| DUNE                      | Y         | Y         | -       | Y        | Y         | Y         | -       | -        |
| GEM                       | -         | -         | -       | -        | Y         | Y         | -       | -        |
| GRAND WEAVE               | Y         | Y         | Y       | Y        | Y         | Y         | -       | Y        |
| GRID                      | Y         | Y         | -       | Y        | Y         | Y         | -       | Y        |
| HALIFAX                   | -         | Y         | -       | Y        | Y         | -         | -       | Y        |
| KAY                       | Y         | Y         | Y       | Y        | Y         | -         | -       | Y        |
| KINGSTON                  | -         | Y         | -       | Y        | Y         | -         | -       | -        |
| LOOP                      | -         | Y         | -       | Y        | Y         | -         | -       | Y        |
| LUNA                      | Y         | Y         | -       | -        | Y         | -         | -       | -        |
| MAYA                      | Y         | Y         | -       | Y        | Y         | Y         | -       | Y        |
| MAZE                      | -         | Y         | Y       | -        | Y         | -         | -       | -        |
| ECLIPSE                   | Y         | -         | Y       | Y        | Y         | -         | -       | Y        |
| OYSTER REEF               | -         | Y         | -       | -        | Y         | -         | -       | -        |
| PEPPER MARSH / PLANTATION | Y         | Y         | Y       | Y        | Y         | -         | -       | Y        |
| RAW                       | Y         | Y         | -       | -        | Y         | -         | -       | -        |
| RUGS / BASKET             | -         | -         | Y       | -        | -         | -         | -       | -        |
| RYDER                     | -         | Y         | -       | -        | Y         | -         | -       | -        |
| RYE                       | -         | Y         | -       | Y        | Y         | -         | -       | Y        |
| SPLIT                     | Y         | Y         | -       | -        | Y         | Y         | -       | -        |
| SQUARE                    | -         | Y         | -       | -        | Y         | -         | -       | -        |
| STANDARDS                 | -         | Y         | -       | -        | Y         | -         | -       | -        |
| SWAY / SOLANA             | Y         | Y         | -       | Y        | Y         | -         | -       | Y        |
| VENTURA                   | -         | Y         | -       | Y        | Y         | -         | -       | Y        |
| VISTA                     | Y         | -         | -       | Y        | Y         | -         | -       | Y        |
| VOYAGER                   | Y         | Y         | -       | Y        | Y         | -         | -       | Y        |
| WEDGE                     | -         | Y         | -       | Y        | Y         | Y         | -       | Y        |
| WHIRL                     | -         | Y         | -       | -        | Y         | Y         | -       | -        |
| WILLIAM                   | -         | Y         | -       | Y        | Y         | -         | -       | Y        |

\* Warranty Excludes Staining from Denim Dyes

#### HALO PARASOLS WARRANTY

**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.

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



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