

CONTRACT WARRANTY

2020 WARRANTY

Gloster Furniture Inc. has been 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 contract client, 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, outdoor use.

Aluminum	5 Years
Teak, Stainless Steel, Wicker, Outdoor Leather, Outdoor Rope	3 Years
Water Resistant Cushions, Furniture Covers, Slings, Synthetic Stone, Ceramic, Glass, Solar LED Light	2 Years
Standard Cushions, Throw Pillows	1 Year

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 materials available at 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.

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).