

VETERANS OUTDOOR LIVING LIMITED WARRANTY

EFFECTIVE DATE: JAN. 1, 2025

VETERANS OUTDOOR LIVING PROVIDES THIS LIMITED WARRANTY TO THE ORIGINAL PURCHASER OF ITS POLYETHYLENE OUTDOOR FURNITURE PRODUCTS. THIS WARRANTY ENSURES THE PRODUCT IS FREE FROM ORIGINAL DEFECTS IN WORKMANSHIP AND MATERIALS, SUBJECT TO THE TERMS AND CONDITIONS BELOW.

WARRANTY COVERAGE

1. DURATION OF WARRANTY

- RESIDENTIAL USE: 25 YEARS FROM THE DATE OF PURCHASE.
- COMMERCIAL USE: 5 YEARS FROM THE DATE OF PURCHASE.
- FIRE TABLES WARRANTIED SEPARATELY: PLEASE SEE "FIRE TABLES" BELOW

VETERANS OUTDOOR LIVING WILL, AT ITS DISCRETION, REPAIR OR REPLACE THE PRODUCT WITHOUT CHARGE FOR MATERIALS AND LABOR IF OUR INSPECTION DETERMINES THAT AN ORIGINAL DEFECT EXISTS. IF THE PRODUCT IS NO LONGER MANUFACTURED AT THE TIME OF WARRANTY SERVICE, VETERANS OUTDOOR LIVING WILL SUBSTITUTE A PRODUCT OF SIMILAR PERFORMANCE AND EQUAL OR GREATER VALUE.

2. POLYETHYLENE (HDPE) MATERIAL

- POLYETHYLENE IS A SYNTHETIC MATERIAL THAT MAY SCRATCH, FADE, STAIN, OR BLEMISH DUE TO SUNLIGHT, WEATHER, OR CONTACT WITH SUBSTANCES. THESE CHANGES, INCLUDING EXPANSION AND CONTRACTION CAUSED BY TEMPERATURE AND HUMIDITY, ARE NOT CONSIDERED DEFECTS IN MATERIALS OR WORKMANSHIP AND ARE NOT COVERED UNDER THIS WARRANTY.

3. FADE WARRANTY

- POLY LUMBER IS MADE WITH UV INHIBITORS AND STABILIZERS TO MINIMIZE FADING. VETERANS OUTDOOR LIVING WARRANTS THAT THE PRODUCT WILL NOT EXCESSIVELY FADE BEYOND NORMAL LEVELS FOR A PERIOD OF THREE (3) YEARS. SOME DEGREE OF FADING OVER TIME WITH SUN EXPOSURE IS EXPECTED AND NOT CONSIDERED A DEFECT. VETERANS OUTDOOR LIVING WILL DETERMINE, AT ITS DISCRETION, IF FADING EXCEEDS NORMAL LEVELS WITHIN THE WARRANTY PERIOD.
- TO MINIMIZE FADING, IT IS RECOMMENDED TO: COVER THE PRODUCT WHEN NOT IN USE.
- KEEP THE PRODUCT OUT OF DIRECT SUNLIGHT WHEN POSSIBLE.

4. STAINLESS STEEL FASTENERS

STAINLESS STEEL FASTENERS ARE WARRANTED NOT TO FAIL STRUCTURALLY FOR:

- RESIDENTIAL USE: 5 YEARS.
- COMMERCIAL USE: 2 YEARS.
- STAINLESS STEEL MAY NATURALLY RUST IN EXTREME ENVIRONMENTS (E.G., COASTAL AREAS) IF NOT MAINTAINED. THIS WARRANTY DOES NOT COVER RUSTING FASTENERS OR STRUCTURAL FAILURE DUE TO RUST, NOR DOES IT COVER DAMAGE CAUSED BY UNAUTHORIZED REPAIR, ALTERATION, MISUSE, OR NORMAL WEAR AND TEAR.

5. COMPONENT SWIVELS

COMPONENT SWIVELS ARE WARRANTED NOT TO FAIL STRUCTURALLY FOR:

- RESIDENTIAL USE: 5 YEARS.
- COMMERCIAL USE: 2 YEARS.

6. CUSHIONS

CUSHIONS ARE WARRANTED TO BE FREE FROM DEFECTS IN WORKMANSHIP AND MATERIALS FOR:

- RESIDENTIAL USE: 1 YEAR.
- COMMERCIAL USE: NOT COVERED.

COMPRESSION OF CUSHIONS IS CONSIDERED NORMAL WEAR AND IS NOT COVERED UNDER THIS WARRANTY.

FIRE TABLES

FIRE TABLES ARE WARRANTED FOR **10 YEARS** FROM THE DATE OF PURCHASE FOR RESIDENTIAL USE AND **2 YEARS** FOR COMMERCIAL USE. THIS WARRANTY COVERS DEFECTS IN MATERIALS AND WORKMANSHIP UNDER NORMAL USE, SUBJECT TO THE FOLLOWING CONDITIONS:

1. WARRANTY COVERAGE

- A.** THE FIRE TABLE STRUCTURE IS COVERED FOR DEFECTS IN MATERIALS AND WORKMANSHIP FOR 10 YEARS FROM THE DATE OF PURCHASE.
- B.** COVERAGE APPLIES ONLY TO THE FIRE TABLE BODY AND EXCLUDES COMPONENTS SUCH AS BURNERS AND WIND GUARDS BEYOND THE SPECIFIC PERIODS OUTLINED BELOW.

2. WIND GUARD REQUIREMENT

- A.** A WIND GUARD MUST BE PROPERLY INSTALLED AND USED AT ALL TIMES TO PREVENT FLAMES FROM COMING INTO CONTACT WITH SURROUNDING MATERIALS.
- B.** FAILURE TO INSTALL OR USE THE WIND GUARD AS DIRECTED WILL VOID THIS WARRANTY.

3. BURNER AND WIND GUARD COVERAGE

- A.** THE BURNER AND WIND GUARDS ARE WARRANTED TO FUNCTION AS INTENDED FOR 90 DAYS FROM THE DATE OF PURCHASE.
- B.** AFTER 90 DAYS, THESE COMPONENTS ARE CONSIDERED WEAR ITEMS AND ARE NOT COVERED UNDER THIS WARRANTY.

4. EXCLUSIONS

- A.** DAMAGE RESULTING FROM IMPROPER INSTALLATION, MISUSE, OR FAILURE TO FOLLOW OPERATING INSTRUCTIONS (INCLUDING NOT USING THE WIND GUARD) IS NOT COVERED UNDER THIS WARRANTY.
- B.** NORMAL WEAR AND TEAR, DISCOLORATION DUE TO HEAT, AND WEATHERING OF COMPONENTS ARE NOT CONSIDERED DEFECTS AND ARE EXCLUDED FROM COVERAGE.

5. CUSTOMER RESPONSIBILITY

- A.** TO MAINTAIN WARRANTY COVERAGE, CUSTOMERS MUST FOLLOW ALL OPERATING AND MAINTENANCE INSTRUCTIONS PROVIDED WITH THE FIRE TABLE.

EXCLUSIONS AND LIMITATIONS

THIS WARRANTY DOES NOT COVER:

- SCRATCHING, CHIPPING, OR DISCOLORATION OF POLYETHYLENE DUE TO NORMAL USE.
- DAMAGE CAUSED BY:
- UNAUTHORIZED SERVICE OR REPAIR.
- USE OF THE PRODUCT IN A MANNER OTHER THAN ITS INTENDED PURPOSE.
- EXTREME ENVIRONMENTAL CONDITIONS, SUCH AS COASTAL SALT EXPOSURE, UNLESS REGULAR MAINTENANCE IS PERFORMED.
- NORMAL WEAR AND TEAR OF MATERIALS.
- INCIDENTAL OR CONSEQUENTIAL DAMAGES, INCLUDING ECONOMIC OR COMMERCIAL LOSSES.

WARRANTY CLAIM PROCESS

TO FILE A WARRANTY CLAIM:

- CONTACT VETERANS OUTDOOR LIVING WITHIN 10 DAYS AFTER IDENTIFYING THE DEFECT.
- PROVIDE PROOF OF PURCHASE, A DESCRIPTION OF THE DEFECT, AND PHOTOGRAPHS IF APPLICABLE.
- VETERANS OUTDOOR LIVING WILL EVALUATE THE CLAIM AND MAY REQUEST THAT THE PRODUCT BE RETURNED FOR INSPECTION.

LEGAL DISCLOSURES

- VETERANS OUTDOOR LIVING MAKES NO WARRANTIES OTHER THAN THOSE EXPLICITLY DESCRIBED IN THIS LIMITED WARRANTY.
- IMPLIED WARRANTIES: WHERE STATE LAW APPLIES, ANY IMPLIED WARRANTIES (E.G., MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE) ARE LIMITED TO THE DURATION OF THE APPLICABLE WARRANTY PERIOD.
- THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS. ADDITIONAL RIGHTS MAY VARY BY STATE.

CONTACT INFORMATION VETERANS OUTDOOR LIVING
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