

WARRANTY

Residential Use - Limited Warranty Information 2020

Seora uses only the finest quality materials and hand finishes each piece to ensure trouble free use, even in the harshest conditions.

Seora outdoor furniture is warranted to be free from any manufacturing defects and is covered by up to 2 years residential limited warranty from the date of purchase under normal outdoor use and proper care yet simple maintenance.

Specific mechanical properties may be required as well as extra care and maintenance should be preserved for geographical area other than inland such as beaches, marine applications, chlorine or saline environment.

Colours of products may vary due to unavoidable wood variation. Such colour variations do not mean non-conformity of products being supplied. Wood components should be wiped with a soft cloth upon receipt to remove any residual sanding dust. Transfer of oil pigments onto fabrics is to be expected with newly exposed Mahogany wood as the surface colour washes away; cushions should be removed during rainy periods and gentle cleaning with mild detergent may be required.

PART OF PRODUCT	SCOPE OF WARRANTY	REMARKS
STAINLESS STEEL & WOOD FRAME CONSTRUCTION	2 YEARS	Limitedly warranted against constructional strength and defects.
LORO PIANA OUTDOOR FABRIC	5 YEARS	Limitedly warranted against colour or strength loss.
SUNBRELLA OUTDOOR FABRIC	5 YEARS	Limitedly warranted against colour or strength loss.
BATYLINE BY SERGE FERRARI	2 YEARS	Limitedly warranted against any premature deterioration.
SMARTBRELLA TECHNOLOGY	2 YEARS	Limitedly warranted against functionality.

- Wheels and glides are excluded from the general warranty, but are guaranteed for a period of 1 year from the date of delivery.
- This limited warranty does not cover failure or damage caused by improper application, misuse, alteration, negligence, accident or normal wear and tear caused by regular use is not covered by this warranty. Small cracks, which may appear in the end-grain of wood when exposed to the elements, are considered entirely natural for wooden outdoor furniture and are not covered by this warranty. Damage such as dents, scratches, marks and tears to fabrics that have happened during normal use are not covered by this warranty.
- The warranty will only be valid if proper maintenance and cleaning have been carried out in accordance with Seora maintenance instructions.
- Any product believed to be of faulty materials or workmanship should be reported to Seora as soon as reasonably possible.
- Following Seora'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, Seora 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. The product must not have been modified, altered in any way, or repaired by anyone other than a member of Seora staff or their appointed representative.
- The warranty is non-transferable, and is applicable to the original purchaser only. Proof of purchase may be required.

beyond design

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