

# DANAO

Embrace the outdoors.

## Product Warranty

Proper product care is essential for preserving your rights under this warranty. Failure or neglect to perform required product care will void this warranty. The Danao Product Warranty is valid from the date of purchase to the original purchaser only. Proof of purchase, evidenced by the original sales receipt including the purchase date, is required. Photos of the products or a physical inspection by an authorized Danao representative may be required to submit a warranty claim.

Danao warrants its products to be free from manufacturing defects. The maximum liability for any reason and for any claim is the product purchase price. Proper maintenance including routine cleaning, replacement of worn glides, lubrication of mechanical parts, and removal of products from exposure to high winds or severe climates is the sole responsibility of the owner.

The Danao warranty covering aluminum, stainless steel, teak wood, sonokeling wood & synthetic woven patio furniture frames is three (3) years. This warranty specifically does not cover stains, fading or discoloration of original color, texture, gloss, paint, coating, or plating. If a stone, marble, or table top fails structurally within three (3) years from the date of purchase, we will, at company option, repair or replace the table top, in the original color and style if available, or in a similar color and style if original has been discontinued. Painted decorations on tabletops may fade when exposed to direct sunlight. This fading is excluded from the warranty. Natural stone tops are sealed at the factory and should be re-sealed annually for proper care and maintenance. The warranty covering fabrics on cushions, cushion foam, patio and market umbrellas, slings, and any woven product coverings is for one (1) year against tearing and abnormal discoloration or fading only. See other exclusions under the Exclusions section.

Damages of any kind due to misuse, neglect, accident, damages from earthquake, fire, storm, flood, or other acts of nature, improper maintenance, alterations, repair or modifications made by any person or company not authorized by Danao, are not covered. Danao does not warranty cushions, fabrics, pillows, COM fabrics or glass table tops. Danao makes no additional warranty, either express or implied, written or oral, including any warranty of merchantability, title, or fitness for a particular purpose.

#### WHAT DANAo WILL DO:

Danao, upon its own review of the claim and circumstances and at its sole discretion, may repair or replace the product or provide parts to satisfy the claim. If the product cannot be repaired on-site, or if Danao at its sole discretion chooses not to repair on-site, you will be provided with a Return Merchandise Authorization number and instructions upon a final determination that the claim is valid.

#### WHAT DANAo WILL NOT DO:

Danao will not pay transportation or shipping charges or pay to repair or replace the product, unless agreed upon by a Danao representative in advance.

#### WHAT CLIENT MUST DO TO OBTAIN WARRANTY SERVICE:

If you suspect a manufacturing defect please submit the following via email to [accounts@danaoliving.com](mailto:accounts@danaoliving.com): photos of each claimed product along with a written description of the defect and any related circumstances thought to have caused the defect. No items will be accepted for return without prior written approval from Danao. Please address your email "Attention Danao Warranty Department."

If the claim of defect is accepted as valid under the terms of this warranty, a Return Merchandise Authorization number will be provided along with instructions of how to return the products to the Danao Warranty center. Any returns of product must be packaged in its original or equivalent carton and packaging. In the event shipping materials have been disposed of or are damaged please contact Danao Warranty department for instructions and how to obtain shipping & packaging materials.

#### EXCLUSIONS TO WARRANTY

- Failure caused by unreasonable, unanticipated, or abusive use
- Failure caused by a lack of reasonable and necessary protection, care and maintenance
- Normal fading of fabrics, upholstery or woven materials
- Flattening or compression of cushions and pads

- Acrylic Table Tops with umbrella holes
- Steel Swivel Mechanisms
- Bursting or cracking of tubing or stone tops due to exposure to water and freezing temperatures
- Changes in wood color due to the natural aging of the wood
- Payment or reimbursement for packaging materials, shipping, or transportation charges unless otherwise agreed upon in advance
- Finish failure from seaside, cruise ship, and indoor pool use caused by neglecting to provide reasonable & necessary care
- Crank umbrellas, cords, ropes, elastic, ties and tie downs
- Natural stone table tops have several coverage exclusions. See what is not covered in the warranty above.

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This warranty gives you specific legal rights. You may also have other rights which vary depending on the state in which the product was purchased. Some states do not allow the exclusions and limitations of incidental or consequential damages or limitations on implied warranties, so the described limitations may not apply to you.