

# LETTER OF WARRANTY

## Point Outdoor Furniture Limited Warranty

Point consumer warranty information proper product care is essential for preserving your rights under this warranty. Failure or neglect to perform required product care will void this warranty. Please refer to the product care section of [www.point1920.com](http://www.point1920.com) website for required product care.

This warranty specifically does not cover stains, fading or discoloration in original color, texture, or gloss, or damage due to negligence, improper maintenance (see care and maintenance guide), acts of god, or alterations or modifications of any kind, made by any person or persons, after the product has left Point.

Warranty is valid from date of purchase on only. Also, consequential and incidental damages are not recoverable under this warranty.

In order to be eligible for service under this warranty the final customer must contact Point by email [toni.gomez@point1920.com](mailto:toni.gomez@point1920.com) within 3 years of purchasing the outdoor furniture. Proof of purchase (original PO number including purchase date) is required. Photos or inspection may be required.

Point will contact back to give the results of our inspection and an estimate of the labor charges required to fix the furniture. If repairs are needed, approved and authorized, we will initiate the process There is no charge associated to the inspection of the products

### **Point aluminum frames consumer 3-year Warranty Usage in a residential/commercial setting:**

The Point warranty covers aluminum outdoor patio furniture frames for 3 years. If your Point frame fails structurally during normal usage within three years, Point will repair or replace the outdoor furniture frame at manufacturer's discretion (with same or similar product if discontinued) at no charge. Point will cover parts and labor. freight costs are not included.

Powder coated aluminum frames and components may exhibit minor surface imperfections that are a natural result of the finishing processes. These surface variations are considered normal and are not suitable to be claimed

This warranty specifically does not cover such minor variations in color and texture of finishes.

**Point synthetic woven & rope products Consumer 3-year Warranty Usage in a residential/commercial setting:**

Woven products are warranted against manufacturer's defect for three years.

**Point surface tops Consumer 3-year Warranty Usage in a residential/commercial setting:**

Solid surface tabletops used in residential settings are warranted against manufacturer's defect for three years. If the solid surface top fails structurally during normal usage or if the finish peels, cracks or blisters within three years from date of purchase, Point will repair, refinish or replace the top (with same or similar product if discontinued) This warranty specifically does not cover scratching and chipping that normally occurs in solid surface tops.

**Point grade A teak products Consumer 3-year Warranty Usage in a residential/commercial setting:**

Teak frames are warranted for a period of three years from the date of delivery to the end user against structural failure due to defects in the materials or workmanship. If your Point frame fails structurally during normal usage within three years, Point will repair or replace the outdoor furniture frame at manufacturer's discretion (with same or similar product if discontinued) at no charge. Point will cover parts and labor. freight costs are not included.

Point natural teak frames are made with durable, high quality grade A Teak. They are hand crafted and there is some natural variation in the color, texture, veins and gloss levels due to the nature of the material. This variation is normal and not warrantable. Point teak outdoor furniture are designed for normal, outdoor use in a residential/commercial setting. However, all-natural teak products require periodic maintenance to preserve their natural beauty. This maintenance will help protect the surface from deterioration, staining, and in some cases cracking which can occur if left unsealed.

This warranty specifically does not cover scratching and chipping and that normally occurs in natural teak frames. Moisture can be absorbed into the wood, which is porous, which can then freeze and can cause the wood to crack. This is not covered by the warranty.

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