

Limited Warranty

Updated: October 22, 2018

Outer offers a limited warranty on its sofas and chairs to the original buyer at the original delivery address against defects in material or workmanship for the following durations:

- Aluminum frame and legs: 10 years
- Wicker: 5 years
- Cushions: 5 years

Defects in workmanship and materials are defined, for the purpose of this warranty, as causing the product to be unsound structurally or mechanically, or substantially altering the appearance of the piece.

Cushion cover fabric is warranted against becoming unserviceable due to color or strength loss from normal usage and exposure conditions, including sunlight, mildew and atmospheric chemicals. This does not cover tears, shrinkage, or piling.

Modifications made to the frame by the customer or the use of chemical treatments or improper cleaning invalidates the warranty.

Seat cushions are warranted against defects and loss of foam resiliency, under normal use. All cushions will soften with normal use. Do not confuse normal softening and flattening that occurs in all foam products with actual loss of foam resiliency.

We will repair, or at our discretion, replace any part of the product or the entire product if it is defective in material or workmanship. Should a repair be a necessary, photographs and proof of the defect is required for replacement and/or repair. Please contact Outer for an inspection promptly after receiving the product if a problem is evident.

Warranty does not cover:

- Non-residential use
- Failure caused by lack of appropriate care and maintenance.
- Damage due to misuse or improper assembly
- Use of improper cleaning products, sun-tan oils or chemicals
- Mold or mildew
- Damage due to vandalism, pets or rodents
- Normal flattening or compression of cushions
- Minor variations in color and texture of finishes
- Acts of nature (ice, flooding, wind, etc.)
- Damage caused by exposure to heat or flame
- Bursting or cracking of tubing due to exposure to water and freezing temperatures

We have taken great care in designing and building our products to stand up to harsh environments, but nothing is foolproof. Care and maintenance are required to ensure the proper lifetime of your furniture. Mildew and mold grow on dirt, pollen and other organic matter; so simple routine cleanings will prevent

them from forming on fabrics. Cover the furniture when not in use and store it in a dry place during the off-season. Extra care is required if the furniture is used by an indoor pool or near the seaside. For more information about proper care, please see our [Care and Maintenance](#) page.