



LifestyleGarden®

MATERIAL WARRANTY



PETAN®

In the first instance any warranty claim must be accompanied by proof of purchase and lodged initially with the place of purchase that must be an authorised LifestyleGarden® stockist. All approved stockists can be found here: <https://www.lifestylegarden.com/stockist>

Petan®

The Petan® finish is warranted against peeling, blistering or cracking for a period of 3 years if the product is used in normal weather conditions and provided the product has not been scratched, scuffed or abraded. Fading and discoloration due to exposure to sunlight or other natural elements and defects caused by the application of unsuitable oils, other fluids or chemicals are not covered under this limited warranty.

All Petan® items are individually hand-woven by specialist weavers.

In rare cases small strands may become loose or stick out. Strands that become loose over time are not considered as a warranty claim, and, in most cases can be re-threaded and attached where necessary. Strands can also move in position compared to the frame which is not considered as a defect.

Storage

LifestyleGarden® outdoor furniture is designed and manufactured to provide high levels of quality, durability and longevity. Our outdoor furniture is manufactured to remain outside all year round, although it is recommended that the product is protected from extreme conditions of weather (including, but not limited to, prolonged exposure to water, moisture and sub-freezing temperatures) or environment. Please note that full cushions should be removed or covered during periods of rain to avoid getting wet. Reasonable precautions must be taken to protect the product from extreme conditions of climate or environment. It is quite natural for timber to shrink and expand depending on humidity levels.

When not in use it is recommended that the product is stored in appropriate conditions. Do not store this product in centrally heated rooms, as this will cause the timber to dry out and possibly shrink and crack. Cool, well-ventilated sheds are the most suitable environment. All outdoor fabrics should be cleaned and allowed to dry before storage. If the furniture is to be covered during storage ensure that only breathable plastic is used, as this will prevent condensation forming between the product and cover, which in turn will lead to mould. If the product has been in storage, it is also recommended that any hardware be checked and tightened before using for the first time.

Maintenance

Every LifestyleGarden® product is manufactured under strict supervision and is rigorously tested to international standards for quality, durability and functionality. In order to maintain the condition of your furniture it is recommended that the care and maintenance guidelines, which can be found on the hangtag attached to each product, are followed. High-pressure water cleaners should not be used to clean your furniture.

WARRANTY EXCLUSIONS

The following are not covered under the limited warranty as detailed above:

1. The warranty date begins on the date the product is purchased as displayed on a valid receipt.
2. Products which have been misused or handled carelessly and those that have been damaged deliberately, neglected or exposed to abnormal conditions. Such as sea air.
3. Products which have been modified or altered in any way from their original, intended form.
4. Products which have not been maintained according to the care and maintenance guidelines provided by LifestyleGarden®. Any damage or defects resulting from application of or exposure to any treatment product other than those recommended by LifestyleGarden® are not covered under this limited warranty.
5. This limited warranty does not cover normal wear and tear such as scratches, chips, blemishes, dents or other deteriorations which occur through normal use.
6. The limited warranty does not cover inevitable deterioration such as splitting, discoloration, fading or cracking resulting from exposure to sunlight or other natural elements, oils, fluids or chemicals.
7. The corrosion of hardware.
8. Table-tops against breakage arising from improper use and/or excessive impact, weight or force.
9. The increased weathering due to products positioned in coastal locations where additional maintenance is required.
10. Please note that warranty is valid from your date of purchase. Any items replaced, or bought as spares, do not benefit from our complimentary, extended warranty. This does not affect your statutory rights.