



Well Crafted Furniture Should Last For Decades

Well made aluminum outdoor furniture should last at least 2 decades. We often receive notices from dealers noting cases where showroom customers have testified to owning Outdoor Lifestyle furnishings that have lasted as long 30 years. Though, admittedly, this is an exceptional case, many previous buyers of our furnishing note that they last far longer than competitive brands and require less overall care and maintenance as well. We attribute this to our attention to detail in manufacturing, the use of welds to fasten our furniture, and the drying of our pieces in a 400° cure oven prior to applying a durable powder coat finish. The following information details how to properly care for your furnishing, lists Warranty information, and details the procedures that should be followed prior to returning a piece of Outdoor Lifestyle furniture. Please review the care requirements closely, as a failure to follow our easy maintenance instructions could result in the violation and invalidation of our Warranty.

Care For Aluminum Surfaces And Slings

You may be surprised that to keep your piece of Outdoor Lifestyle looking good requires little more than a mild detergent in water, the use of a soft brush and a good final rinse. This is particularly true for aluminum surfaces and our slings. After you have rinsed off the detergent leave the items out in the sun to dry. To cover chip marks call your local Outdoor Lifestyle dealer to obtain specially made touch-up paints.

Care For Cushions And Umbrellas

All our cushions and umbrellas are custom-made to client specifications and all fabric materials are designed to be machine-washed using only a mild detergent in cold water. Simply remove the casings from a cushion by unfastening either zippers or Velcro clasps and launder them normally. DO NOT machine dry your cushion fabrics, instead replace them on the original foam/fiber filling and allow them to air dry naturally.

For umbrella coverings remove them from the spines and follow the previous cleaning instructions, making sure you DO NOT machine-dry them. Afterwards replace the umbrella covering on its frame and allow it to air dry. To prolong the life and appearance of your umbrella we recommend it should be closed and stored appropriately when not in use.

Care For Inlaid Stone Surfaces

To prolong the beauty and life of your natural Outdoor Lifestyle surface top from the weathering's destructive effects it should be stored during freezing weather in a dry, moisture-free area. This will prevent both the build-up of dirt and natural residue on the piece and lessen the impact of freezing water on surfaces as it settles into natural fissures and expands. Over time this can lead to the loosening of grout or a dulling of the stone's finish. To clean surfaces apply a mild soap, preferably a non-ammonia based cleanser, water, and use only a soft brush. Avoid the use of harsh cleaning solutions and the application of

any heavy scouring action as this can abrade surfaces and damage the top. Afterwards, rinse the piece with clean water and allow it to dry in the sun.

Resealing Surfaces And Applying New Grout

Occasionally you may note areas on the table that show chipping, or small voids where grout may need to be replaced. This is not an indication of manufacturer defect, but is a natural sign of wear and usage. Should you detect such marks or gaps, or observe that the surface has lost its natural luster, this is a sign that the moisture barrier of the table top requires attention. Resealing and renewing the finish on a piece of Outdoor Lifestyle furniture requires nothing more than the use of a common UV-stabilized outdoor/floor/marble/travertine stone sealer. This can be purchased at any local hardware store. Should you have questions on how to apply this material consult the manufacturer instructions provided.

Applying fresh grout to fill in any incidental surface gaps is equally simple. Contact your Outdoor Lifestyle dealer to obtain the correct grout and ask for instruction tips. Once you have finished your repairs and applied a new sealant you should be able to enjoy many more years of use.

Warranty Information

Limited Residential Frame And Finish Warranty :

Outdoor Lifestyle offers a 15-year Limited Warranty for all residential furniture and a 5-year Limited Warranty on finishes. Simply put this means that should your furnishing structurally fail (i.e. broken frame, castings and welds) within 15 years from the initial date of purchase; or should the finish peel or blister within 5 years from the initial date of purchase; we will replace, repair, and refinish the piece in the original finish (should the original finish no longer be continued we will refinish the piece in a similar style). Our Warranty does cover freeze damage on cast aluminum components.

Outdoor Lifestyle reserves the right to repair or replace defective merchandise at our discretion. Our Warranty does not cover damage caused by ordinary wear and tear, fading, accident, acts of nature, mildew, misuse and shipping.

Commercial Frame And Finish Warranty:

Outdoor Lifestyle offers a 5-year Warranty for frames used in commercial applications commencing at the time from initial factory purchase. The company covers finish peels or blisters for a period of 3 years from the date of initial factory purchase.

One-Year Limited Warranty On All Component Parts, Slings, Umbrellas And Cushions:

Outdoor Lifestyle will replace/repair component parts at our discretion such as glides, slings, umbrellas, cushions, etc., from failure that can be attributed to manufacturing defects for a period of up to one year from the



date of original factory purchase. This Warranty does not cover damage caused due to ordinary wear, freeze damage, fading, acts from accidents, acts of nature, mildew, misuse and mishandling, shipping, the application of suntan lotion, and incorrect base installation either by the dealer or customer.

Warranty On Table Tops

We offer a 3-Year Residential Warranty on all materials used in stone top tables, commencing from the date of initial factory purchase. Our Commercial Warranty for stone tops is for a duration of 2 years starting from the date of initial factory purchase. We alone reserve all rights to repair/replace defective merchandise at our discretion. This Warranty does not cover damage caused by regular wear, freeze damage, fading, accidents, misuse, negligence, acts of nature, mildew, shipping, or incorrect installation of the base by either the customer or retailer.

How Proceed With Warranty Claims In Order To Obtain Service

Over the years very few customers have reported any need to have a piece of our workmanship repaired or have one of our furnishings replaced due to structural failure or blemishes in finishes. However, should your furnishing require service and fit the terms of Warranty previously stated, we will strive to offer you satisfaction. Prior to your claim you must be certain that all maintenance procedures have been followed and you must be able to provide proof of purchase of product. In addition you may be required to submit a photograph detailing the condition of your piece. Once action on your return has been approved, and authorized, all service will take place in our Stanley, NC facility. Outdoor Lifestyle will pay freight charges on warranted goods within 3 years from the initial date of purchase from our factory—after this period the customer is responsible for all shipping charges. No return goods will be accepted without a written Returned Goods Authorization, which must be issued by Outdoor Lifestyle prior to any return of goods.

Special Note

Those purchasing furnishings from Outdoor Lifestyle, or obtaining services from the company, agree that should conditions arise where a situation needs to be redressed through arbitration, legal proceedings shall be pursued solely through the local courts of Gaston County, North Carolina.