



We extend our warranty through our retail partners. Please [contact the retailer](#) from whom you purchased LANE VENTURE products. *All warranties apply to the original owner only, and begin at the date of purchase. For warranty consideration, the original proof of purchase receipt that includes the date of purchase is required. Photos of the affected products may be required.*

LIMITED WARRANTY

The limited warranty covers all defects in workmanship or materials of. LANE VENTURE® and LANE VENTURE® Custom Casual products for the original owner.

- Aluminum frames and aluminum frame construction under woven materials are warranted for a period of 15 years. This includes broken frames, loose joints, and welds. (Excludes Fire Pit burners, igniters, hoses, and regulator valves—which have a 1-year warranty.)
- Composite tops, teak and wood frames are warranted for a period of 5 years. Teak will weather to a gray patina over time if left untreated. This natural transition will not affect the quality or performance of your furniture and is not a quality defect.
- Synthetic wicker is warranted against breakage for a period of 5 years.
- Aluminum finishes and woven wicker is warranted for a period of 3 years. This does not include oxidation because of damage from abrasive scratches or foreign substances.
- Cast stone tables and tops are warranted against structural defects for a period of 3 years. This does not include normal variations in color, gloss level, or hairline surface cracks which are considered natural aging characteristics and do not affect the quality or performance of the product.
- Composite Stone (Dekton) tables and tops are warranted against structural defects for a period of 5 years. This does not include normal variations in color, gloss level, or hairline surface cracks which are considered natural aging characteristics and do not affect the quality or performance of the product.
- Component parts and motion mechanisms are warranted against manufacturing defects and breakage, other than abuse, for a period of 1 year. Weight limit in motion is 250 lbs.
- Fabric and cushions are warranted for a period of 2 years. This includes seam slippage and zipper closures. The fabric warranty excludes loss of resilience, loft reduction, crown reduction, pilling, color fastness, and shrinkage. Cushion cores used in seat cushions, back pillows, and padding will soften and conform to the shape of the user because of normal use. This is not considered a manufacturing defect.
- Outdoor Upholstery Frames are warranted for a period of 7 years. This includes manufacturing defects such as broken frames, loose components or joints.
- All warranty coverage begins with the date of the consumer's original retail receipt.

WARRANTY LIMITATIONS

Limited Warranty does not cover damage due to normal wear and tear, accidents, misuse, natural disasters, or improper care and storage. Many pieces are handcrafted from natural materials. Their beauty is in their natural variations, irregular distresses, sporadic oxidations, color fluctuations, etc. These are normal characteristics that will not affect the performance of your piece and are not covered by the Limited Warranty.

Proper maintenance of your product is required to support the benefits of this warranty. This includes but is not limited to, the owner's annual inspection of the frames and touch-up of any minor damage to the product. This warranty is voided if there are indications of abuse or neglect to the furniture.

LANE VENTURE® will review your warranty claim and determine the most appropriate corrective action. A LANE VENTURE® Representative may visit to inspect the product as part of the review process. LANE VENTURE® will repair or replace any part of the product or the entire product at our sole discretion if it is determined that the product is defective in material or workmanship.

Provided you submit your warranty claim in accordance with the terms of this warranty, repair or replacement of product (other than freight as described below) will be at no charge to you. All claims in accordance with the warranty, must be submitted through the LANE VENTURE® Retailer from where you purchased the product. Only if the LANE VENTURE® Retailer you purchased your product from is no longer in business, you should contact LANE VENTURE® directly at 888-790-4025. When submitting a claim to your LANE VENTURE® Retailer, you will be required to submit the dated proof of purchase receipt, and photographs of the damaged product.

If LANE VENTURE® determines in its sole discretion that the product needs to be returned to LANE VENTURE® for repair or replacement of a product part, then you shall return such product to the LANE VENTURE® Retailer from which you purchased the product and you shall bear all the cost of such freight. LANE VENTURE® will bear the cost of all other freight charges for the first year. After the first year, LANE VENTURE® does not pay for shipping costs to and from the factory on covered warranty items during any portion of the warranty period or after. This is the purchaser's responsibility. LANE VENTURE® reserves the right to refuse any claim for service under this limited warranty where the claimant cannot produce a copy of the receipt, photographs or other proof of purchase.

In case of replacement, LANE VENTURE cannot guarantee that you will receive exactly the same piece based on product availability and time spent in the field. If your piece is no longer available, a comparable piece of equal value and similar style will be substituted.

This warranty applies only to residential use of LANE VENTURE® products. This warranty gives you specific legal rights. You may also have other rights which vary from state to state. All warranty coverage begins with the date of the consumer's original retail receipt.