

WARRANTY

The following warranty information is for the product branded Sunset West only.

Sunset West products have been designed to provide aesthetically pleasing looks, comfort and durability in an outdoor environment. Only the highest quality materials are used in Sunset West products. If a product is received or becomes defective, a Warranty Request form needs to be completed by the selling party.

This form is available upon request from Sunset West. Products that are defective will be repaired or replaced at our discretion. This is a limited warranty and applies only to the original purchaser through an authorized Sunset West reseller. Sunset West will cover freight charges on replacement orders up to one year of ownership and shipping to the address on the original order.

The Sunset West warranty covers the items listed below for the time period specified.

Limited lifetime warranty on Crystal-Fire burners used in our fire pits.

For a period of 10 years; The structure of metal frames when used in a residential setting.

For a period of 5 years; Upholstery fabrics excessive fading and structure.

For a period of 3 years;

- Excessive fading and loss of strength of sling materials. Normal sagging is not covered.
- Corrosion, peeling or flaking of powder coat finishes in a residential setting.
- Excessive fading, discoloration and deterioration of rope and resin materials in a residential setting.
- Seams of cushions when used in a residential setting.

For a period of 2 years;

- Structure of metal frames when used in a commercial setting.
- Excessive fading, discoloration and deterioration of rope and resin materials in a commercial setting.
- Extreme degradation of High-Resiliency or Reticulated foam when used in a commercial setting.

- Extreme degradation of standard, High-Resiliency or Reticulated cushion foam when used in a residential setting.

For a period of 1 year;

- Component parts such as foot glides, hardware, spring plates.
- Component parts used in Crystal-Fire burners.
- Natural stone and Glass-Reinforced Concrete products when in used in a residential setting.
- Frame structure and finish of teak products when used in a residential setting.

The following items are covered for a period of Ninety days;

- Natural stone and Glass-Reinforced Concrete products when in used in a commercial setting.
- Frame structure and finish of teak products when used in a Commercial setting.

The Sunset Warranty does not cover the following:

- Abusive or unreasonable use.
- Acts of nature including, but not limited to fire, ice, wind damage and earthquakes.
- Glass tabletops
- Normal sagging of sling materials.
- Mildew accumulation on fabrics and/or cushion foam. Please refer to the Care and Maintenance Guide to review care instructions for your cushions.
- Normal fading, nicks and scratches on powder coat finishes and resin materials.
- Imperfections inherent in the manufacturing process of the product.
- Normal degradation of foam used in seating products.
- Premature degradation of finish in salt water environments. Please refer to the Care and Maintenance Guide to review care instructions for your furnishings.
- Standard cushion foam when used in commercial settings.
- Final mile or delivery service fees.