



Great conversations start here.™

PRODUCT WARRANTY

INDOOR SEATING

GAR Products® warrants all standard indoor wood seating for a period of ten (10) years to be free from structural defects in frame material and craftsmanship under normal use and service, except for the Flair side chair, Baron side chair and our Lounge series. The Flair side chair has a three (3) year structural warranty. The Baron side chair and Lounge series will be warranted for one (1) year. Any finish will be warranted for a period of one (1) year to be free from defects under normal use and service, except for genuine teak, faux teak and Thai teak. These finishes and/or slats require periodic maintenance therefore are not covered by our warranty. Any woven or rope material will be warranted for a period of one (1) year to be free from defects under normal use and service. Glides are not covered under any warranty. This warranty does not include discontinued or closeout items. If there are exceptions to this warranty it will be noted on your order.

INDOOR TABLE BASES

GAR Products® warrants all standard indoor table bases for a period of ten (10) years to be free from structural defects in frame material and craftsmanship under normal use and service. Any finish will be warranted for a period of one (1) year to be free from defects under normal use and service. This warranty does not include discontinued or closeout items. If there are exceptions to this warranty it will be noted on your order.

INDOOR TABLETOPS

GAR Products® warrants all standard indoor tabletops for a period of one (1) year to be free from structural defects in material and craftsmanship under normal use and service. Any finish will be warranted for a period of one (1) year to be free from defects under normal use and service, except for genuine teak, faux teak and Thai teak. These finishes and/or slats require periodic maintenance therefore are not covered by our warranty. This warranty does not include discontinued or closeout items. If there are exceptions to this warranty it will be noted on your order.

CUSTOM PRODUCT

Custom order and/or designed product not otherwise identified explicitly in the product guide, is warranted for a period of one (1) year to be free from structural defects in frame material and craftsmanship under normal use and service. Any finish will be warranted for a period of one (1) year to be free from defects under normal use and service, except for genuine teak, faux teak and Thai teak. These finishes and/or slats require periodic maintenance therefore are not covered by our warranty. Any woven or rope material will be warranted for a period of one (1) year to be free from defects under normal use and service. Glides are not covered under any warranty. If there are exceptions to this warranty it will be noted on your order.

INDOOR/OUTDOOR STANDARD PRODUCT

GAR Products® warrants indoor/outdoor seating for a period of three (3) years, with the exception of the Campaign folding chair, Baron side chair and iSiMAR seating which GAR Product warrants for one (1) year, to be free from structural defects in frame material and craftsmanship under normal use and service. Any finish will be warranted for a period of one (1) year to be free from defects under normal use and service, except for genuine teak, faux teak and Thai teak. These finishes and/or slats require periodic maintenance therefore are not covered by our warranty. Any woven or rope material will be warranted for a period of one (1) year to be free from defects under normal use and service. Glides are not covered under any warranty. This warranty does not include discontinued or closeout items. If there are exceptions to this warranty it will be noted on your order.

OUTDOOR TABLETOPS

GAR Products® warrants outdoor tabletops for a period of one (1) year to be free from structural defects in material and craftsmanship under normal use and service. Any finish will be warranted for a period of one (1) year, with the exception of the Max and Santorini tables which have no warranty, to be free from defects under normal use and service, except for genuine teak, faux teak and Thai teak. These finishes and/or slats require periodic maintenance therefore are not covered by our warranty. This warranty does not include discontinued or closeout items. If there are exceptions to this warranty it will be noted on your order.

UPHOLSTERY MATERIAL

All indoor and outdoor upholstery materials are covered solely by the corresponding upholstery manufacturer's warranty. This warranty does not include discontinued or closeout items. If there are exceptions to this warranty it will be noted on your order.

ANY CLOSEOUT OR DISCONTINUED PRODUCT

GAR Products® warrants most closeout or discontinued item for a period of one (1) year to be free from structural defects in frame material and craftsmanship under normal use and service. Any finish will be warranted for a period of one (1) year to be free from defects under normal use and service, except for genuine teak, faux teak and Thai teak. These finishes and/or slats require periodic maintenance therefore are not covered by our warranty. Any woven or rope material will be warranted for a period of one (1) year to be free from defects under normal use and service. Glides are not covered under any warranty. If there are exceptions to this warranty it will be noted on your order.

FREE MAINTENANCE

Periodic maintenance is required for all chairs, barstools, table tops and bases to ensure longevity and customer satisfaction. As an additional benefit to our customers, GAR Products® offers assistance in the maintenance of their furniture. The factory will tighten, re-glue, re-glide and re-pin at our expense. The customer is responsible only for the freight charges in and out of the factory.

REPLACEMENT OR REPAIR

If a product is found to be defective in material or craftsmanship (indoor furniture) or found to have a structural defect (outdoor furniture) within the warranty period described, and if the product or component has been properly installed and maintained by the purchaser, GAR Products® will, at its option, replace or repair the product or component free of charge. GAR Products® warranty will not apply to any product which has been repaired or altered by anyone other than the manufacturer. The factory will not assume labor charges for unauthorized field repairs unless agreed upon in writing by the factory prior to the repairs being done.

LIMITS OF LIABILITY

The extent of GAR Products® liability is limited to the purchase price of the products sold. In no event shall GAR Products® be liable for injury, loss or damage, whether direct, consequential or incidental, to persons or property arising out of the purchaser's use, or of any inability to use said products.

WARRANTY CLAIMS

All furniture manufactured by GAR Products® contains an official production date label. Any product without the above mentioned label will void the product's warranty. This warranty does not apply to modified products or components or to those damaged by accident, abuse, neglect or misuse. Under the above mentioned warranty, any product that is damaged during use and the customer desires an inspection and/or repairs, the customer must contact the Warranty Department for a Return Authorization number and return the product to GAR Products® freight prepaid. After a thorough and fair inspection, if deemed defective, GAR Products® will stand behind the product and repair/replace the product at no charge. Additionally, the factory will reimburse the customer for any freight charges incurred (with valid proof of payment) from returning the product to GAR Products®. If the damage is determined to be due to improper use or undetected freight damage, the customer is fully responsible for the replacement/repair and freight of the product.

****Please note: Any wood furniture items shipped to a storage facility of any kind must be stored in a climate controlled unit. No warranty claims will be accepted for any reason if not stored in a climate controlled facility. Proof that the unit is climate controlled will be required with any warranty claim. All orders must be inspected immediately upon delivery, even if shipped to a storage facility. No warranty claim will be accepted if the merchandise was not inspected upon delivery.****