

NorthCape

Limited Warranty

Furniture manufactured and sold by NorthCape International, NCI, NorthCape, Cape May Wicker, Chicago Wicker (collectively, "NorthCape") is subject to the following limited warranties:

Aluminum Frames

Aluminum Frames are warranted to be free from defects in materials and workmanship for a period of seven (7) years. Damage to frames or welds due to improper assembly, improper use, or exposure to water and sub-freezing temperatures is not covered under this limited warranty. (Therefore, you should not allow water to accumulate inside frames).

Steel Frames

Steel Frames are warranted to be free from defects in materials and workmanship for a period of three (3) years. Damage to frames or welds due to improper assembly, improper use, or exposure to water and sub-freezing temperatures is not covered under this limited warranty. (Therefore, you should not allow water to accumulate inside frames). Rust is not covered under this warranty.

Moving/Adjustable Parts

All hardware used in and for woven Recliners, Swivel Gliders, Swivel Rockers and other moving parts and accessories are warranted to be free from defects in materials and workmanship for three (3) years. User Must lubricate device BI-ANNUALLY with WD-40 or similar or warranty is void. Hardware for non-woven swivel tables and adjustable chaises are warranted for a period of one (1) year to be free from defects in materials and workmanship.

Resin Wicker

Straps and/or wicker weave are warranted for a period of three (3) years against separation, cracking or tearing. Fading or discoloration of the straps and/or wicker weave resulting from exposure to sunlight or other natural elements, oils, spills, fluids, or chemicals is not covered under this limited warranty. In addition, resin wicker that is cut or sliced by the customer during or after un-packaging is not covered under this limited warranty. Damage caused by exposure to heat or flame voids warranty.

Painted Finish

The finish is warranted against peeling, cracking, or blistering for a period of three (3) years provided the product has not been scratched or abraded. Scratches and chips resulting from normal wear and tear on the finish are not covered under this limited warranty. Fading or discoloration of the finish as a result of exposure to sunlight or other natural elements, oils, spills, fluids or chemicals is not covered under this limited warranty.

Tabletops

To include: CAL SIL/CALCIUM SILICATE, POLYTUF MATERIAL, CERAMIC GLASS, TEMPERED GLASS, CONCRETE, DURABOARD, PORCELAIN.

These products are warranted against peeling, cracking, or blistering for a period of three (3) years provided the Product has not been scratched, chipped or shattered. Scratches and chips resulting from normal wear and tear on the finish are not covered under this limited warranty. Fading or discoloration of the finish as a result of exposure to sunlight or other natural elements, oils, spills, fluids or chemicals is not covered under this limited warranty.

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Cushions, Pillows and Furniture Covers

These products are warranted for a period of one (1) year against separation at the seams only. Fading or discoloration of the cushions resulting from exposure to sunlight or other natural elements, oils, spills, fluids or chemicals is not covered under this limited warranty. Contact your dealer for information regarding warranty on specific fabrics such as Sunbrella or Belenos.

Strap Suspension Seating

Strap Suspension Seating is warranted for a period of three (3) years against separation, tearing or a loss of elasticity; provided, however, that only the suspension seat itself will be replaced under the terms of this limited warranty, not the entire frame. Fading or discoloration of the strap suspension seating resulting from exposure to sunlight or other natural elements, oils, spills, fluids or chemicals is not covered under this limited warranty.

Umbrella

Umbrella frames are warranted for a period of one (1) year against manufacturers' defects only. Umbrella bases (if available) are not covered under this limited warranty. Damage to the umbrella frames from sunlight, wind or other natural elements is not covered under this limited warranty.

Mixed Material Collections – Non-Woven

To include: Sling, PolyFlex and Upholstered

Aluminum frames for non-woven collections are warranted to be free from defects in materials and workmanship for a period of three (3) years. Sling seating, PolyFlex, and upholstered material is warranted for a period of one (1) year against separation or tearing.

Teak/Natural Wood

FRAME: NorthCape extends a one (1) year limited warranty against defects and workmanship on wood and hardware.

FINISH: You may choose to allow your natural wood/teak to weather to a beautiful silver-gray patina or treat it with teak cleaner specifically made for natural wood/teak twice a year to preserve the natural wood/teak's golden finish. For this reason, changes in finish due to weathering are not covered by this warranty.

*CARE: Natural wood/teak may be cleaned using a wood cleaner, or lightly sanded with 600 (or higher) grit sandpaper. Leave your natural wood/teak products outside year-round (under a furniture cover when not in use) or store in a COOL, DRY place during the winter to preserve the wood's moisture. Natural wood/teak products should never be oiled. Oiling of natural wood/teak products can void this warranty.

Transit

NorthCape will be responsible for the shipping and handling charges within the North American continent for the first year for all valid warranty claims. After the first year, shipping and handling charges are the responsibility of the claimant. We do not ship outside of the North American continent.

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Warranty Exclusions

The following are not covered under the limited warranties set forth above: Products used for commercial, contract or any other non-residential purposes; Products which are clearance items, display models otherwise purchased on an "as is" basis; damage to the Product incurred during shipping; Products damaged by acts of nature, vandalism, animal damage, fire, abuse, lack of proper care and maintenance, improper assembly, or improper use; fading or discoloration of the Product or any of its components resulting from exposure to sunlight or other natural elements, oils, spills, fluids or chemicals; table top against breakage; hardware against corrosion or rusting; buckling or splitting of tubing resulting from exposure to water and freezing temperatures; purchased or replacement parts; plastics. Also excluded: loss of use or time, inconvenience, money, travel, packaging or any other consequential or incidental damages. In no event shall NorthCape's responsibility under this limited warranty exceed the value of the replacement product.

Proof of purchase

The limited warranties set forth herein are only made in favor of the original purchaser of the Product and only if the Product is purchased from one of our authorized retailers. The limited warranties with respect to the Product set forth herein are not transferable. All warranty claims must be submitted with a dated register receipt within the warranty period, directly to the authorized retailer where the merchandise was purchased. NorthCape does not administrate warranty claims directly with the original purchaser. For quality control purposes and verification, NorthCape requires photographs of the damaged/defected item(s) to determine the nature and extent of the damage/defect. All photographs shall be submitted at the customer's expense.

If a product manufactured by NorthCape falls under the terms of our limited warranty set forth above, NorthCape will repair or replace the item, at our discretion, at no charge. Where the exact product is no longer available, NorthCape reserves the right to substitute a similar item.

NORTHCAPE MAKES NO IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE OR ANY OTHER WARRANTIES, EXPRESS OR IMPLIED, EXCEPT AS OTHERWISE SET FORTH ABOVE. UNDER NO CIRCUMSTANCES SHALL NORTHCAPE BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL LOSSES, DAMAGES OR EXPENSES, DIRECTLY OR INDIRECTLY ARISING FROM THE SALE, HANDLING OR USE OF THE PRODUCT.

The terms of this limited warranty are subject to change without notice.