

# WARRANTY & ORDERING

## ORDERING INFORMATION

### FRAME & VINYL COLORS

Please see separate Fabric Swatchbook. When specifying colors, please list the frame color first and the strap or cushion colors second.

**FABRICS** See separate Fabric Swatchbook for each specific fabric content and usage.

**On Stripes & Patterns:** Please see separate Fabric Swatchbook for quilting and stripe directions. Every effort is made to match the stripes and patterns, front to back, for a professionally tailored appearance. However, we cannot guarantee exact matching. Due to sewing tolerances, some shifting may occur.

**Cut Yardage:** All fabrics are available by the yard. Please consult the Tropitone Price List for fabric pricing.

**COM Fabrics:** Subject to factory approval. Customer must assume fabric liability. Contact factory or your Tropitone Representative for width and grade requirements. Please side mark all COM with customer name, P.O. number and sales order number.

**TABLES:** Tropitone tables are available with a variety of top surfaces. Many dining tables are available with or without umbrella holes. Refer to catalog pages 64-71 or the price List for availability.

**CUSTOM:** Colors, Table Sizes and Chair Heights: Special vinyl and frame colors are available at additional charges and minimum order quantities. Many table and chair styles can be modified in height and size at additional charges and with certain structural restrictions. Please contact Tropitone Sales Representative for additional information and quotations.

**RETURNS:** Written authorization required on goods returned. No credit will be allowed for goods returned without our written consent. Refer to Price List for detailed information.

**FREIGHT CLAIMS:** Please refer to the Price List.

**AVAILABILITY:** It is Tropitone's policy to continuously improve designs, materials and manufacturing methods in order to provide you with the finest outdoor furniture investment. Therefore, variations in specifications, materials, prices, styles and colors may be made without notice.

## CONSUMER WARRANTY

### 15 YEAR FRAME & FINISH WARRANTY

We warranty all our Leisure frames for 15 years. The warranty is valid from date of purchase and applies only to the original purchaser. If your Tropitone

Leisure frame fails structurally during normal usage or if the finish peels, cracks or blisters within 15 years from the date of purchase, we will repair, refinish or replace the frame (with same or similar product if discontinued) without charge. Parts and labor are included.

**NOTE:** Warranty is only valid for products purchased from an Authorized Tropitone Dealer. Proof of purchase is required for all warranty claims.

**For 5 Years:** We warranty all our vinyl straps and lacing against breakage for 5 years. This applies *only* to breakage, not color changes. In the unlikely event that a strap breaks or pulls loose, Tropitone will supply a replacement strap at no charge. (Labor not included.)

**For 1 Year:** We warranty the fabrics on our cushions, umbrellas and slings for 1 year from date of purchase, against tearing, discoloration or fading. We warranty our vinyls for 1 year against discoloration.

We warranty the following for 1 year from date of purchase: Coiled steel spring rocker mechanism, cushion fills, table tops (except glass), glides, hardware, wheels, connectors, metal umbrellas and umbrella bases.

**WHAT IS NOT COVERED:** The following are not covered under our Consumer Warranty:

- Failure of furniture arising from commercial use (Contract Warranty available on selected products),
- Failure caused by unreasonable or abusive use,
- Failure caused by neglect of reasonable and necessary care and maintenance.
- Normal fading of fabrics or upholstery materials,
- Acts of Nature,
- Glass Table Tops,
- Bursting or cracking of tubing due to exposure to water and freezing temperatures,
- Please Note: Tropitone will pay Freight Costs for the first 3 Years from Date of Purchase.

## SAFETY INFORMATION

To ensure that your experience with Tropitone furniture is a long and happy one, please follow these simple safety tips:

**WARNING:** For Tropitone chaise lounges. Never adjust headrest while seated in chaise. Serious finger, hand or bodily injury may result. Always get up out of the chaise and adjust the headrest while standing to the side.

**WARNING:** The 6100 Umbrella base should never be used in a free standing application. Serious bodily injury may result. The 6100 base must only be used in conjunction

with a dining table. Secure the umbrella through the center of the table and fasten in the base with the set screw. For safety purposes when using a metal umbrella through a table, a base of 50 lbs or greater is required. See page 72 for umbrella bases.

**WARNING:** Always close umbrellas when not in use or during windy conditions.

**WARNING:** During windy conditions the chaise lounge headrest may blow forward resulting in serious head, face, neck, arm or back injury. Discontinue use immediately if winds cause the furniture to move inadvertently.

For additional safety information please consult the Tropitone care, maintenance and Safety Booklet.

## CONTRACT WARRANTY

**WHAT WE WILL DO:** We warranty all our Leisure frames for 5 years from date of purchase. If your Tropitone Leisure frame fails structurally during normal usage or if the finish peels, cracks or blisters within 5 years from the date of purchase, we will repair, refinish, or replace the frame (with same or similar product if discontinued) without charge. Parts and labor are included during the first 12 months.

**IN ADDITION:** We warranty all our straps and lacing against breakage for 5 years. This applies *only* to breakage, not color changes. We warranty against discoloration and fungus growth with normal care and maintenance for 3 years from the date of product shipment. In the unlikely event that a strap is grossly discolored, Tropitone will supply a replacement strap at no charge. (Labor not included/Shipping included up to 1 year.) Strap replacement due to discoloration is at vinyl supplier's discretion.

We warranty the fabrics on our cushions, umbrellas and slings for 1 year from the date of purchase: cushion fills, acrylic table tops against bowing and warping, faux stone and slate textured fiberglass table tops, glides, hardware, connectors, swivel mechanisms, wheels, table rims, metal umbrellas and umbrella bases.

**WHAT IS NOT COVERED:** The following are not covered under our Contract Warranty:

- Failure caused by unreasonable or abusive use,
- Acrylic table tops with umbrella holes,
- Glass Table tops,
- Bursting or cracking of tubing due to exposure to water and freezing temperatures,
- Steel swivel mechanisms,
- Failure caused by neglect of reasonable and necessary care,
- Acts of Nature,
- Return freight after 1 year.