

**WHAT IS COVERED?**

This warranty is exclusive to the original purchaser, with proof of purchase (not transferrable to another party).

All MAMAGREEN LLC manufacturing is completed in our own manufacturing facilities, with strict quality control procedures. All MAMAGREEN LLC furniture is carefully checked before packing. MAMAGREEN LLC warrants its' products to be free from manufacturing defects for a specific period of time. The buyer agrees that the maximum liability of MAMAGREEN LLC is the purchase price of the failed product(s) in the form of

a credit to replace or purchase new products(s). MAMAGREEN LLC will not be liable for any consequential, economic or incidental damages resulting from a product defect.

**WHAT IS NOT COVERED?**

MAMAGREEN LLC will not cover any damage or injuries related to third parties, such as, but not limited to, injuries to people or animals, damage to clothes, floors, walls, furnishings and any other consequential damages.

Any damage or loss caused by transport, handling, loading, unloading or unpacking, by transport companies, or by any other third party will be excluded from this limited warranty. Note that certain product(s) can be shipped by courier; other product(s) however, require blanket wrapped, specialized transport. MAMAGREEN LLC recommends specific transport companies, but the agreement between the buyer and the transport company, including any relevant insurance, are the responsibility of the buyer.

Any damage which occurs from the following causes is excluded from this limited warranty: natural disasters, extreme weather conditions, extremely high winds, floods, fire, smoking, misuse, abuse, alteration, accidents, placement of excessively hot items on the surface of the product, use by people who weigh in excess of 150kg/330lbs, or any use beyond the intended reasonable use of the furniture.

Any damage due to improper storage, incorrect maintenance or the application of improper finishes or care products, insufficient routine cleaning, non-replacement of worn gliders, or lack of lubrication of mechanical parts will be excluded from the limited warranty. Maintenance is the sole responsibility of the owner/user and is required in order to keep this warranty in effect.

Normal wear and tear is excluded from the warranty. This includes, but is not limited to, fading of textiles, damaged seams, cuts and scratches, tea staining on stainless steel, discoloration or weathering of teak, scratches, small hair cracks and minor cupping of surfaces (without impact on the construction), and damage from normal use of gliders and hardware.

Repair or modification by anyone other than MAMAGREEN LLC or an approved agent voids the warranty. Furthermore, MAMAGREEN will not pay for repairs that are not conducted by MAMAGREEN LLC or an approved agent, unless specifically agreed to by MAMAGREEN LLC in writing, before said repairs take place.

This limited warranty is invalid if the purchaser uses the furniture for rental, except when the furniture is part of a rental property that is managed by the purchaser.

The use of COM fabrics automatically voids the warranty.

Products purchased during MAMAGREEN OUTLET sales are bought "as is", and are not covered by the warranty.

**WARRANTY COMMENCES ON THE DATE OF RECEIVING THE PRODUCT(S).**

Metal frames	Structural damage, warranted for three years – excludes wear and tear
Wooden parts	Structural damage, warranted for two years – excludes wear and tear
HPL table tops	Structural damage, warranted for one year – excludes wear and tear
All textiles	Warranted for one year
Wheels, gliders and most hardware	Warranted for one year*

\*Furniture product(s) with wheels or gliders are intended for use on even surfaces. Do not push or pull furniture with wheels on sand, stairs or over long distances (over fifty (50) feet, or fifteen (15) meters). Do not move furniture with people or items on top, as the wheels/gliders are not meant for heavy transport.

## **WINTER STORAGE**

During winter, store all furniture indoors, or under cover. To avoid water accumulating and freezing in the frames, which may cause serious structural damage that is not covered by this warranty, store all furniture in an upright position. Stored furniture should be checked regularly, to ensure it is free of snow or ice. Defects that are caused by extreme climate conditions are not covered by this warranty.

## **MAMAGREEN LIMITED WARRANTY – TERMS AND CONDITIONS**

MAMAGREEN LLC advises buyers to inspect all product(s) upon delivery. If any product is damaged, or if a manufacturing defect is suspected, it should be reported by the original buyer immediately (within five (5) days of receipt of goods), to MAMAGREEN LLC in writing.

Full documentation is required prior to any judgement regarding defective product(s), including:

- A copy of the invoice
- A photo of the relevant furniture, clearly illustrating the defect
- A photo of the barcode or production code
- A written description of the defect, when it was discovered, including any related circumstances

This limited warranty covers manufacturing defects only. In the case that the damage is caused by a manufacturing

defect, MAMAGREEN LLC will, at its' own discretion: replace or repair the damaged product(s) or part(s), or offer a credit to replace or purchase new product(s). Shipping of replacements or replacement parts are subject to a lead time of twelve to fourteen 12 – 14 weeks. Expedited or substituted replacements or replacement parts are subject to express charges.

If the product(s) is no longer sold by MAMAGREEN LLC, MAMAGREEN LLC has the right to provide an appropriate replacement, as determined by MAMAGREEN LLC.

In all cases the warranty claimant will be solely responsible for all transport or freight costs resulting from the warranty claim.

## **SPECIFICS**

Some spare parts are available for purchase from MAMAGREEN LLC. They may be used to replace or service some (but not all) product(s) which are damaged due to causes which are not covered by the limited warranty, or occur after the warranty has expired. These parts include most cushion covers, slings, hardware, gliders, wheels, wooden slats and others.

As a global brand and market leader in outdoor furniture, MAMAGREEN strives to provide excellent customer service. While we can not warrant products against normal wear and tear, we take pride in handling all warranty claims fairly and swiftly.

For further information, contact [info@mamagreen.com](mailto:info@mamagreen.com)