



HIGHWOOD PRODUCT WARRANTY

FOR HIGHWOOD® BRAND PRODUCTS



Warranty is only valid for new product purchased from an authorized Highwood USA retailer. Highwood USA LLC (“The Company”) warrants to the original purchaser (“Purchaser”) that *highwood®* furniture and outdoor/spa accessories products shall be free from defects in workmanship and materials, and shall not crack, splinter, rot or suffer water damage or structural damage from termites or fungal decay. If a defect occurs within twelve (12)* years of residential use, or five (5) years for commercial use from the original purchase under normal conditions of use, Purchaser shall notify Company in writing and, upon confirmation of the defect by an authorized Company representative, The Company’s sole responsibility shall be, at its option, to either repair or replace the defective item or refund the portion of the purchase price paid by the Purchaser for such defective item (not including shipping or delivery). This warranty certificate is not transferrable.

WARRANTY LIMITATIONS

The Warranty Certificate sets forth The Company’s only warranty obligation with respect to the *highwood®* product and is in lieu of all other warranties oral or written, express or implied. The Company makes no warranty of merchantability or fitness for a particular purpose with respect to *highwood®* product and The Company shall not be liable for incidental, special, consequential or other similar damages arising out of any breach of this warranty.

The Company does not warrant against and is not responsible for any condition attributable to:

- Normal wear and tear and weathering of the *highwood®* product. This includes color fading which can occur naturally over time due to UV exposure.
- Improper assembly of *highwood®* products and/or failure to abide by The Company’s assembly guidelines.
- Use of *highwood®* products beyond their intended original use – including modifications of any type to the product.
- Movement, distortion, collapse of any supporting structure on which *highwood®* products are installed.
- The application of paint, varnish or other chemical, or exposure to external heat sources such as grills, heaters or other appliances, fire or reflection from glass (windows, doors, etc.).
- Any act of God (such as flooding, hurricane, earthquake, lightning, etc.), environmental condition (such as air pollution, solvent exposure, mold, mildew, etc.), or staining from foreign substances (such as dirt, grease, oils, etc) or damage caused by animals or vandalism.
- Improper handling, storage or abuse or neglect of *highwood®* product by Purchaser or third parties.

Except as set forth above, there are no warranties, express or implied, with respect to *highwood®* products. Highwood USA LLC expressly excludes and disclaims any implied warranty or merchantability and any warranties of fitness for a particular purpose, application or use. Under no circumstances will Highwood USA LLC be liable for special, incidental or consequential damages, whether such damages are sought in contract, in tort (including but not limited to negligence and strict liability) or otherwise, and Highwood USA LLC’S liability with respect to defective products shall in no event exceed the replacement of such products or refund of the purchase price, as described above.

*Except white pieces, which offer a 3 year warranty.

This warranty is valid only for product sold in the United States. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation of exclusion may not apply. This warranty provides specific legal rights, and other rights that vary from state to state may also apply. Highwood USA LLC reserves the right to amend this warranty at its sole discretion at any time and without notice.

No person or entity is authorized by Highwood USA LLC to make, and Highwood USA LLC shall not be bound by, any statement or representation to the quality or performance of *highwood®* products other than as contained in this warranty. This warranty may not be altered or amended except in writing signed by both Highwood USA LLC and Purchaser.

WARRANTY REGISTRATION

To register your *highwood®* product, visit www.highwood-usa.com/warranty-info.

WARRANTY CLAIMS

1. The limited warranty covers your product(s) for 12* years of residential use, or 5 years for commercial use. **Tip:** It covers the initial purchaser ONLY, so keep your receipt.
2. In the event that you do have to make a warranty claim, you will need to present your receipt to show date and place of purchase and to show that you are the original buyer. **Tip:** Staple your receipt to this warranty certificate and file it.
3. There are important pieces of information that you will need to provide to us when making a warranty claim. This information will help us process your claim quickly and efficiently. **Tip:** Complete the following information so that you have all relevant info AND your receipt stapled in the same place.

- **Date of Purchase:** _____
- **Product(s) Purchased:** _____
- **Model Number(s):** _____
- **Color:** _____
- **Name of Retail Store or Website:** _____
- **Serial Number(s):** _____

You will find a sticker on the product itself showing this number/bar code — usually on the underside of a furniture piece.

4. If you need to make a warranty claim, please submit photos of the product via mail or email along with the above details and a description of the problem.



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