

Jack-Post Corporation 3 Year Limited Warranty

Furniture Products

Collections with a 3 year warranty:

Country Garden (CG), Woodlawn (WL), Hardwood Benches (JPC), Knollwood Rockers (KN) and NorthWoods (NW)

Jack-Post Corporation warrants to the original purchaser its products are free from defects in material and workmanship under normal use and service for three (3) years from the date of purchase.

How to obtain warranty service?

Contact our customer service center at 1-800-800-4950 Monday through Friday 8:30 am to 4:30 pm Eastern Time or at CS@Jack-Post.com. Have the model number or instruction sheet available so that we can process your claim quickly. The manufacturer reserves the right to request a dated receipt, photographs/digital images, the return of the defective item, and/or such evidence necessary to resolve the claim.

What will be done should I file a warranty claim?

If an item fails to be as warranted, at the manufacturer's discretion it will provide replacement parts or a replacement item, subject to the limitations of this warranty. If the manufacturer decides to replace a discontinued item, it will substitute an item of its choice of similar style and quality.

What is covered under this warranty?

Steel Components

Powder-coated (painted) steel components are warranted against defects in material and workmanship, peeling, and blistering provided the item has not been scratched or abraded. Chips, scratches, surface corrosion and fading resulting from normal wear and tear and exposure to the elements are not covered.

Wood Components

Painted, stained, or sealed wood items are warranted against defects in material and workmanship. As wood is a product of nature, color variation, wood grain variation, and knots are considered normal in wood products. Checking (cracks running with the wood grain) is a normal feature of log furniture. Chips, scratches, cracks and fading resulting from normal wear and tear and exposure to the elements are not covered.

Wicker or Fabric

Wicker, straps, and fabric are warranted against defects in material and workmanship, weaving failure, sewn seam separation, and tearing. Fading and or discoloration

resulting from normal wear and tear, exposure to the elements, food, chemicals, or water damage are not covered.

Hardware

Hardware is warranted against defects in material and workmanship. Surface discoloration or corrosion resulting from normal wear and tear and exposure to the elements are not covered.

Shipping Damage

If you purchased the product through a mail-order/dot-com retailer and you received a damaged item, contact the retailer to report shipping damage.

Warranty Limitations and Exclusions

This warranty is subject to the limitations set forth above. The manufacturer will pay shipping and handling charges for warranty replacements within the United States and Canada. The manufacturer will not be responsible for charges associated with shipping warranty claims outside the United States or Canada at any time or for any reason.

The following are excluded from coverage under this warranty: items used for commercial, contract or other non-residential purpose, display models, clearance items, items sold "as is", damage due to improper assembly or exposure to sub-freezing temperatures, and damage due to water exposure. Also excluded are loss of use or time, money, travel, inconvenience, and incidental or consequential damages of any kind. Fire, theft, vandalism, acts of nature, or other casualty are not covered under this warranty. Replacement of defective parts or items as provided in this warranty is the sole and only remedy for items that are not as warranted.

This warranty gives you specific legal rights, and you may also have other rights that vary from state to state. Some states do not allow exclusion or limitation of incidental or consequential damages, so that limitation may not apply to you.

Jack-Post Corporation

800 East 3rd Street

Buchanan, MI 49107

CS@Jack-Post.com or 1-800-800-4950 Monday through Friday 8:30 am to 4:30 pm Eastern Time.