

## RESIDENTIAL WARRANTY 2025

MoDe is committed to delivering high-quality products and outstanding service to our customers. Our exclusive warranty reinforces this dedication to our valued clients. We kindly ask you to take a moment to read this carefully.

**Limited Warranty:** This warranty is a limited one, and regular care and maintenance are essential to keep it valid. It applies solely to the original purchaser of the furniture. To obtain warranty credit, an original purchase receipt is required. In many instances, we may ask for digital photos and videos to support the claim. The warranty becomes effective on the date of purchase. Please note that this warranty is intended for residential use and does not extend to commercial applications. If any components are discontinued, MoDe Patio reserves the right to substitute with a similar color.

### GENERAL WARRANTY COVERAGE

Our products are guaranteed to be free from material defects in workmanship, materials, and construction from the date of purchase for the specified number of years below, provided they are used for normal residential outdoor purposes.

5 YEARS	3 YEARS	2 YEARS	1 YEAR
Aluminum Frame Woven Frames Upholstered Frames Wood Frames	Frame Finish Fabric Strap Stainless Steel Fabric Rope	Color Strap Tabletop materials Sling	Fabric structure Components Cushions Furniture covers

**Frames:** The frame construction is guaranteed against defects in material and workmanship for five years from the date of purchase. However, damage to frames or welds due to improper assembly, abuse, or exposure environmental catastrophes and freezing temperatures is not included.

**Finishes:** Paint finishes are warranted against peeling, cracking, and blistering for three years from the purchase date, provided the item remains free from scratches or abrasions. Chips and scratches from normal wear and tear are not covered.

**Fabrics:** Fabric and cushions (if applicable) are covered against seam separation for one year from the purchase date. However, fading or discoloration from exposure to elements, oils, spills, fluids, chemicals, or any other cause is not included.

**Straps and Wicker:** Straps and wicker weave (if applicable) are warranted against separation and tearing for three years from the purchase date. Similar to fabrics, fading and discoloration from exposure to elements, oils, spills, fluids, chemicals, or other causes are not covered.

**Tabletops:** Natural stone, porcelain, or sintered stone tabletops are guaranteed against defects in materials and workmanship for two years from the purchase date.

**For inquiries** regarding the care and maintenance of your purchased items, please refer to the accompanying care and maintenance guide or visit our website at [www.modeliving.com](http://www.modeliving.com). For further assistance, contact our customer service at 833-318-3828.

### What should I do if I need to file a warranty claim?

If any item fails to meet the warranty, we will, at our discretion, either replace it or provide a replacement part, subject to the terms outlined here. If a discontinued item is to be replaced, we will choose an item of similar style and value.

### How can I obtain warranty service?

To receive warranty service, you must contact our customer service within the applicable warranty period and present a copy of your dated receipt as proof of purchase. We reserve the right to request photographs, return of the defective items, or any other evidence related to your claim as deemed necessary. For more details on warranty claims and procedures, please call our customer service at 833-318-3828 or email us at [customerservice@modeliving.com](mailto:customerservice@modeliving.com).

### What are the limitations and exclusions of this warranty?

**Warranty Limitations:** This warranty is subject to the limitations outlined above. Additionally, it applies only to the original purchaser and is effective only for items bought from our authorized dealers. This warranty is not transferable.

**Warranty Exclusions:** This warranty excludes coverage for items used commercially, clearance items, display models, items purchased as-is, those damaged in freight, misused, neglected, or improperly maintained, along with normal wear and tear and damage from natural events. Additionally, it does not cover loss of use, inconvenience, or incidental damages. Replacement of defective items is the only remedy provided. The term "item" refers to the specific defective piece, not the entire set. Note that some states may not allow such exclusions, and consumers may have varying legal rights.

**No warranty claims will be accepted for any products or components that are over 5 years old.**