



IMPORTANT

If you have any problems with this product (missing or damaged parts, assembly issues, etc.),

PLEASE DO NOT RETURN TO THE RETAILER/STORE

from where you purchased the product.

Please call our Toll-Free Customer Service Hotline at: **1-877-397-5144**

Between 9:00 AM and 5:00 PM Eastern Time, Monday through Friday

Or visit our email us at: **contactus@hanover-products.com**

To expedite any future warranty claims, please retain the Instruction Sheet, Warranty Card and receipt for future use.

Care and Maintenance

Store furniture in an upright position. Be careful to never allow water to build up in frames as this will cause corrosion and freeze damage in cold climates. Wash all frames with a solution of mild soap and water. Rinse with clean water and dry with a soft absorbent cloth towel. Frames can be treated with a liquid wax for maximum protection against UV rays and/or salty, damp air. If your set includes cushions, slings, and/or an umbrella they may be cleaned by hand with a solution of soap and water with a clean water rinse. (Never machine wash cushions, slings or umbrella covers as this will result in shrinkage or damage). After cleaning cushions tip on end and allow to drip dry. (Never use a commercial or home dryer to tumble dry fabric goods). Do not use bleach or solvents to clean any product! This will void the warranty.

For additional on-line support on assembly, troubleshooting and care & maintenance of your outdoor furniture, please visit our website at: **www.hanover-products.com**.

Outdoor Products

1-Year Limited Warranty Program

For a period of one (1) year after purchase, Hanover ("Manufacturer") will either repair or replace defective components in accordance with this Limited Warranty. This warranty is between Manufacturer and the original purchaser and is valid only when accompanied by the original purchaser's sales receipt showing original date of purchase and location of purchase. Replacements under this warranty revert back to the date of original purchase for future warranty.

Manufacturer or its authorized dealer can accept or reject warranty claims based on its findings. This warranty applies in normal residential use only and is not intended for commercial use. Manufacturer can make substitutions as required of materials, components, and sub-components of comparable value and utility. This warranty is limited to product repair or replacement (to be determined solely by Manufacturer). Warranty return is limited to only the single affected component.

This warranty covers only manufacturing defects and does not cover normal wear and tear, damage due to acts of nature, abuse or misuse, including chemical damage from suntan oil or other chemicals, exposure to extreme heat or cold, abrasion or excessive weight. This product is intended to be used in standard installations only. This warranty is invalid if the product is not used for intended purpose. Manufacturer disclaims liability for any aspect of installation and any inconvenience caused by a defective part of a component.

Certain items are not covered by this warranty. These include, but are not limited to the following:

1. Items subjected to abuse, including abuse intended to simulate failure.
2. Any part which merely exhibits normal wear yet functions essentially as new, including tears/rips, chips, scratches or stretching of materials and stitching.
3. Tears, rips, punctures, scratches or any damage caused by improper installation or use.
4. Fading and/or discoloration of materials resulting from exposure to the elements, chemicals, oils, fluids or any other cause are not covered.

This product may have components that are made of wood - a natural product that can have variations in texture and color depending on temperature and humidity. This means that the wood can expand during periods of high humidity and contract or shrink in times of low humidity. The expansions and contractions can cause minor scratches and cracks in the surface. After a period of time, wood can change color, which is a natural process. This does not affect the durability of the wood. Please enjoy the beauty and variability of this natural product.

To make a claim, contact us by the email address or the toll-free number below. Please have available a copy of the original sales receipt along with a brief description of the problem. Please also provide your email address and daytime telephone or cell phone #.

THIS IS THE ENTIRE EXCLUSIVE EXPRESS LIMITED LIABILITY. THE MANUFACTURER NEITHER MAKES NOR IS RESPONSIBLE FOR ANY OTHER WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING THOSE OF RETAILING DEALERS. THIS EXCLUSIVE REMEDY IS LIMITED TO RECEIPT OF A CREDIT IN CONNECTION WITH THE REPAIR OR REPLACEMENT OF ANY PRODUCT OR COMPONENT DEEMED TO BE DEFECTIVE UNDER THE TERMS AND CONDITIONS AS STATED IN THIS WARRANTY. NEITHER HANOVER, THE PRODUCT MANUFACTURER NOR ITS AGENTS SHALL BE LIABLE IN ANY CASE FOR INCIDENTAL, INDIRECT, SPECIAL OR CONSEQUENTIAL DAMAGES RESULTING FROM THE USE OF THIS PRODUCT OR ARISING OUT OF ANY BREACH OF THIS WARRANTY OR NEGLIGENCE EVEN IF IT HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. EXCEPT AS OTHERWISE MAY BE REQUIRED BY LAW, THERE ARE NO OTHER EXPRESS OR IMPLIED WARRANTIES OTHER THAN THE WARRANTY DESCRIBED HEREIN, AND ALL OTHER WARRANTIES, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE ARE EXPRESSLY DISCLAIMED.

Contact Warranty Services at **1-877-397-5144**

Or email us at:

ContactUs.Hanover-Products.com

or

www.Hanover-Products.com