JANUS et Cie®



LIMITED PRODUCT WARRANTY

PLEASE KEEP THIS LIMITED WARRANTY INFORMATION FOR YOUR NEW JANUS et Cie® PRODUCTS.

WHAT IS COVERED

JANUS et Cie warrants its new products to be free from manufacturing defects for a specific period of time to the original purchaser. This warranty is exclusive to the original purchaser with proof of purchase. Proof of purchase (Original Sales Order) shall indicate the name of the original buyer, date, and all product numbers. Proper maintenance, including routine cleaning, replacement of worn glides, lubrication of mechanical parts, tightening of screws, and removal of products in high winds or severe climates is the sole responsibility of the owner/user and is required in order to keep this warranty in effect. The maximum liability to JANUS et Cie is the purchase price of the failed item in the form of a credit to replace or purchase new product(s). No warranty is provided for used products and products sold "as-is."

WHAT IS NOT COVERED

This Limited Warranty does not apply to damage resulting from normal wear & tear, handling, improper or lack of use, care, or maintenance, abuse, accident, alteration, tampering, natural variation of color, texture, or grain and aging of natural products, or use in violation of applicable laws, rules, regulations, and ordinances. Customer's own fabrics (COM), glass, and any other material are not covered by this warranty. Repair or modification by anyone other than JANUS et Cie or an approved agent of JANUS et Cie voids the warranty. Additional exceptions may apply. Freight damage is not covered under our JANUS et Cie Limited Product Warranty. Please review our Freight Inspection Guidelines should you need to file a freight claim. JANUS et Cie EXPRESSLY DISCLAIMS ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, STATUTORY OR OTHERWISE, INCLUDING BUT NOT LIMITED TO, ANY WARRANTY OF MERCHANTABILITY, TITLE, NON-INFRINGEMENT, OR FITNESS FOR A PARTICULAR PURPOSE.

FOR HOW LONG

WARRANTY STARTS ON THE DATE OF SHIPMENT

Accessories	1 year
Masters Aluminum Series Frames*	Lifetime
Furniture Frames*	3 years

*Components such as fabric & chair feet are subject to wear and tear and are not considered part of the frame.

Umbrellas & Bases	1 year
Rugs	1 year
Textiles, Cushions, Pillows	1 year



FOR HOW LONG (CONTINUED…)

CERAMIC, GLASS, STONE, AND MARBLE TOPS

Stone and Marble tops are handcrafted from natural stone, which is a product of nature. The actual shade of each stone and grain movement are unique and may vary in color. These natural color variances are not covered under warranty. Ceramic, Glass, Stone, and Marble tops need to be inspected at the time of delivery. A signed Proof of Delivery accepting the product in good condition is proof the product was received in good condition. Ceramic, Glass, Stone, and Marble tops will only be replaced at JANUS et Cie's sole discretion based on defects.

TEAK

Our premium teak undergoes natural cosmetic changes throughout its lifetime that are inherent characteristics of the material. As the natural teak oil escapes, it will turn grey and the grain may become raised. In addition, season splits will appear as the wood naturally expands or contracts with fluctuations in weather and temperatures. These conditions are not defects in the material, and will not be covered by warranty.

WINTER STORAGE

During the winter, all furniture should be stored indoors in an upright position to allow for proper water drainage. Storing furniture upside-down may cause water to accumulate and freeze inside the frame, causing serious structural damage that is not covered by warranty. Defects that develop due to extreme climate conditions are not covered by this warranty.

SPECIFICS

JANUS et Cie, upon its own review of the claim and circumstances, may repair or replace the product or provide parts to satisfy the claim, at its sole discretion. If it is determined that a replacement is required, the original warranty period remains, starting from the original date of shipment lasting for the applicable warranty term. JANUS et Cie will provide you with a return authorization number and instructions upon a final determination that the claim is valid. Only when agreed upon in advance will JANUS et Cie pay any charges related to shipping, transportation, repair, or replacement of product under warranty review.

JANUS et Cie will make every attempt to complete the warranty repair or replacement within our standard shipment lead-times and current production capacities. Note: JANUS et Cie or its suppliers may discontinue any component part such as fabric, paint, etc. at any time.



TO OBTAIN WARRANTY SERVICE

If you suspect a manufacturing defect, please contact the JANUS et Cie Resolutions Department at the address below and be prepared to submit the following items: photos (digital are preferred) along with a written description of the defect and any related circumstances thought to have caused the defect within 30 days after the defect was noticeable and prior to any determination regarding defective items. No returned items will be accepted without prior written approval from JANUS et Cie.

After receiving a return authorization number from JANUS et Cie, return the product packed in its original carton (or equivalent) to the JANUS et Cie Resolutions Department at the address shown below. Place the return authorization number prominently on the outside of the package. Returns not bearing return authorization information may be refused. Please include a copy of your dated invoice, keeping the original invoice for your records.

JANUS et Cie
Attn: Resolutions Department
12310 GREENSTONE AVENUE
SANTA FE SPRINGS, CA 90670
800.24.JANUS
claims@janusetcie.com

At JANUS et Cie, our goal is to provide products of exceptional quality to our clients with unsurpassed service. While we cannot warrant product against normal wear and tear or abuse, we pride ourselves in handling all true manufacturing defects swiftly and fairly.