

Residential Product Warranty

2022



Walters™

Warranty Information

Walters™

Walters Wicker, Inc. warranties all frame furnishings for a period of five years from the date of delivery to purchaser, as indicated in the guidelines below:

- The warranty is non-transferable and proof of purchase may be required.
- We warranty against defects in materials and workmanship under standard and reasonable use.
- Any product believed to be of faulty frame, material, mechanism, or workmanship should be reported to Walters Wicker, Inc. as soon as possible.
- When submitting a claim, please include images of all areas of concern, as well as a photo of the piece(s) overall in their current location.
- Following our assessment, any fault found and covered by the warranty will be rectified by the replacement or repair of the faulty part or product. Best course of action will be determined by Walters.
- This warranty does not include damages to furniture due to freight damage, excessive wear and tear, misuse, careless handling, neglect or abusive use conditions.
- Any product modified, altered or repaired in any way by anyone other than a member of our staff or our appointed representative will not be covered by this warranty.
- Damage such as dents, scratches, marks, breaks and tears that occur during normal use are not covered by this warranty.
- This warranty does not cover damages to customers' own materials including but not limited to fabrics, glass, or stone surfaces.
- Regarding Teak, exposure to the elements will naturally result in changes to the color and texture of the wood. Small cracks may appear in the wood grain due to fluctuations in temperature and humidity; these are considered inherent to the material, and should be expected over time. Accordingly, variations of this kind are not covered by this warranty. If the Teak has been treated, please note that the product manufacturers' guidelines must be adhered to.
- Sling and Strap material warranty covers against tearing. Stretching or sagging is to be expected from use and is not covered by this warranty.



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