

Hospitality Product Warranty



Walters™

Warranty Information

Walters™

Walters Wicker, Inc. warranties all furnishings for a period of one year from 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, structure, or 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 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 wood's color and texture. 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 care & maintenance guidelines must be adhered to.
- Changes to the finish, including those caused by weathering, are part of the aging process and are not covered under this warranty.
- Sling material warranty covers against tearing. Stretching or sagging is to be expected from use and is not covered by this warranty.



More Comfort Collection

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walterswicker.com/contact-us