

Warranty

The customer's complete satisfaction is our goal. All products are warranted to the original purchaser to be free of defects in materials and workmanship for a lifetime of normal commercial single shift use except as noted below. Products covered by this warranty will be either repaired or replaced free of charge at Source International's discretion.

5 Year Warranty

- All mechanisms and controls
- Exposed wood frames and legs
- Wood veneer
- Painted wood surfaces
- Painted stacking chair frames
- Outdoor seating

3 Year Warranty

All upholstered materials—normal commercial use (single shift) or a prorated equivalent for multi-shift use.

Source International Does Not Warrant

- Failure due to normal wear and tear
- Customer's Own Material
- The natural variation of color, grain, and texture in wood and leather
- The natural fading of materials including wood, fabric, and leather resulting in color change over time
- Marks, scars, or wrinkles occurring naturally in leather
- Dye lot variations in fabric or leather
- Color matching of natural materials
- Change in color resulting from exposure to chemicals, such as those found in cleaning products, or exposure to sunlight or ultraviolet rays
- Puddling in leather, vinyl, or fabric
- Felt glides

Wood Finishes

Wood finish names such as Mahogany and Cherry describe color only, not wood species. Finishes are applied to maple, beech, or similar woods. Wood surfaces have natural variations in grain and porosity and absorb finishes differently which may result in variations of final color. Finishes will darken and change color over time and with exposure to sunlight. Premium veneer names such as walnut and oak, describe the wood species and have a clear coat finish.

Painted Wood Finishes

Please note the Lifetime Structural Warranty does not apply to painted finishes. Painted finishes should be specified with consideration of the environment they will occupy. Although a clear sealer coat is applied during production these finishes are topical and they can scratch, dent or mark if treated in a rough manner. If left in direct sunlight for extended periods of time you will notice the color will fade and/or change.