

PRODUCT WARRANTY INFORMATION



LIFETIME WARRANTY

ERG International warrants to the original purchaser of new products to be free from defects in material, workmanship and specification for a LIFETIME on all sofa/lounge/banquette frames and foam, steel chair frames and steel table bases under conditions of normal use and maintenance, except as noted below. If such a defect causes failure of the product or a portion of the product, ERG International at its sole discretion will either repair or replace the defective product at no charge to the original purchaser.

10 Year Warranty:

ERG International warrants to the original purchaser of new products to be free from defects in material, workmanship and specification for a period of ten (10) years under conditions of normal use and maintenance, except as noted below. If such a defect causes failure of the product or a portion of the product, ERG International at its sole discretion will either repair or replace the defective product at no charge to the original purchaser. This warranty policy includes plastic/wood seats and backs, wood chair frames, chair control mechanisms, pneumatic cylinders, casters and cast iron table bases.

One Year Warranty:

Outdoor finishes are warrantied for one year providing customer maintains ERG furniture properly such as wiping after water splashes. Minimum rust areas will be considered normal wear due to moisture in the air.

Chair Weight Levels:

All chairs are rated level tested and warrantied for 350 lbs. All lounge seats are tested at 500 lbs per seat. The Teriana Midsize is rated at 500 lbs. All Bariatric seating is rated at 500 or 750 lbs. The only exception is the Bikini stacking chair, rated at 250 lbs.

WARRANTY POLICY NOTES

Any repairs made by the customer must receive specific authorization in the form of an RGA Number from ERG International, before being executed on location by purchaser. The cost of any repair must be approved by ERG International prior to any repair being completed. If at any time, the ERG product is altered or abused, then warranty is null and void. No freight charges will be paid by ERG for replacement or repairs of any parts after one (1) year of service.

There are no warranties except as stated above whether expressed or implied including but not limited to any warranty of merchantability or fitness for any particular purpose. ERG International shall not be held liable for consequential or incidental damage arising from any product defect.

