



WARRANTY

Pfeifer Studio warrants to you, the original buyer, that goods manufactured by Pfeifer Studio shall be free of defects in material and/or workmanship attributable to manufacture for the following period:

- 12 months for construction and finishing on interior products. Warranty is void if interior products are used outdoors
- 6 months for construction and finishing on exterior products. Reapplication of finish is recommended every 6-24 months, or as wear is apparent. Failure to maintain the finish voids the warranty.

These periods are applicable for the time of receipt of the original product by the original purchaser. Damage resulting from improper handling after merchandise is received or from exposure to weather or extreme atmospheric conditions is not covered by the Pfeifer Studio warranty.

Warranty covers both consumer and commercial use. The repair or replacement of defective goods constitutes Pfeifer Studio's entire obligation. There are no other warranties expressed or implied, including any warranty or merchantability or fitness for a particular purpose. Pfeifer Studio shall in no event be liable for incidental or consequential damages. If any model or sample is shown to buyer, such model or sample is used merely to illustrate the general type and quality of goods, and not to represent that goods supplied to buyer will necessarily conform in all respects to the sample or model.

We cannot accept returns on orders after 30 days because some items in the order may have failed through normal usage - replacements will be sent. If a product is received damaged please send a photo, name, and order number to customer care@pfeiferstudio.com

Outdoor use of any goods not explicitly sold for exterior use voids this warranty. Powdercoated steel products and exterior finished wood styles are covered by this warranty for outdoor use.

All claims for seller's failure to comply with this warranty shall be governed by the provisions of this paragraph.

WARRANTY CLAIMS:

If you need to make a warranty claim on any product please email your name, order number, and a photo of the damage to customercare@pfeiferstudio.com

PROPER CARE AND USE:

Proper care and usage are essential to preserving your rights under this warranty. This warranty does not apply if your merchandise purchased from Pfeifer Studio is damaged by the use of detergents, abrasives or other harsh cleaning agents.

ACCIDENTS, ABUSE AND NORMAL WEAR & TEAR:

This warranty does not cover damage resulting from negligence, abuse, normal wear and tear, or accidents: including (but not limited to) burns, cuts, scratches, tears, scuffs, watermarks, indentations, blunt force damage, pet damage, minor chips in the finish that may result from normal usage, and bent legs as a result of improperly using the chair. Pfeifer Studio will execute its sole discretion in determining if damage is the result of improper use. Items that are constructed of wood and concrete are susceptible to normal hairline cracking and variation in color over time.

EXTERIOR FURNITURE:

This warranty does not apply if the finish on your exterior merchandise purchased from Pfeifer Studio is not maintained, or if recommended precautions are not taken. Snow and ice should not be allowed to accumulate. An outdoor furniture cover is recommended. Reapplication of finish is required every 6-24 months, or as wear is apparent. Store wood furniture indoors in the off-season, during winter, heavy rain, and other periods of inclement weather. Remove wooden furniture from standing water. Not recommended for environments with extreme temperatures above + 100° F (38°C).

WOOD CRACKING:

Our solid wood products are dried in a kiln where organic cracks, splits, and separations naturally occur as the wood dries and shrinks. Future seasonal movement of the wood is to be expected and can further enhance the cracks, or create new ones. This is considered natural and inherent to the material.

PRODUCT MODIFICATIONS:

Any product modification by retailer, consumer or other parties not authorized by Pfeifer Studio will void this warranty.

CONTRACT SPECIFICATIONS:

It is the sole responsibility of the specifier to determine the acceptability of a product for their intended use. Pfeifer Studio will not accept returns on commercial items that were not verified and approved in advance of installation.

VARIATIONS FROM SAMPLES OR LITERATURE:

Because of craftsmanship or use of natural materials in your Pfeifer Studio products, normal variations can occur from piece to piece. This warranty does not cover such differences. Nor are variations from printed illustrations covered.

CONSEQUENTIAL OR INCIDENTAL DAMAGES:

Pfeifer Studio will not be liable for any loss, expense or damage other than to the furniture itself that may result from a defect in the furniture. (Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations/exclusions may not apply to you.)

YOUR WARRANTY RIGHTS:

This warranty gives you specific legal rights and you may also have other rights, which vary from state to state. Except for such other rights, the remedies provided under this warranty state the limit of the responsibilities of Pfeifer Studio.

WARRANTY LIMITATIONS:

All goods sold by, but not manufactured by Pfeifer Studio are not covered by this warranty.