



CARE & MAINTENANCE

Metal Frame Maintenance

OW Lee metal furniture and fire pits are designed to require minimum maintenance. Metal frames/bases should be kept clean. Do not let dirt build up. Cleaning with mild soap and water, and seasonal touch-up of any scratches, chips or occasional rust seepage from crevices or hidden, unfinishable surfaces inherent in some ornate designs is required. Touch-up pens in matching frame colors are available through your retail dealer. Never leave furniture or fire pit standing in water. To keep your furniture or fire pit looking its best, you may wish to store or cover it when not in use for an extended period of time. More frequent care & maintenance may be required in coastal areas.

Cushion Care

OW Lee offers quality 100% solution dyed acrylics and only the finest outdoor foam and fiber fillings. Fabrics have been treated to resist stains and water before leaving the factory. Regular cleaning with mild soap and water using a sponge or soft scrub brush is all that is required.

Porcelain Table Tops & Hearth Tops

Regular cleaning, using a damp rag with plain water to remove minor dirt and dust is all that is required. All-purpose household cleaners can be used on porcelain tile. Soapless detergents such as Spic and Span® or 409® can also be used. Rinse with clean water and wipe dry to prevent water spots. Cleaning products

available from your local grocery or hardware store can be used to remove soap scum, hard water deposits, and mildew stains from the tile. Be sure to consult the cleaning product's instructions to ensure the product is recommended for your type of tile. After cleaning, rinse well and wipe dry. For detailed information on the care and maintenance of your OW Lee Porcelain tops and hearth tops, please visit www.owlee.com.

Authentic Hammered Copper Table Tops & Hearth Tops

Use only light hand soap and water to clean regularly. We recommend non-alkaline hand soap. Do not use an abrasive pad or scrub profusely when cleaning. Copper is a relatively soft metal and will scratch or mar if too much force is used when cleaning. We recommend softly cleaning with a cotton wash cloth or rag. Copper is a "living surface". Use coasters and placemats when enjoying the Hammered Copper table or hearth top. Acids in soft drinks, beer, or any number of beverages may interact with the patina coating. The same is true for a variety of foods. We recommend you keep the top dry. Continued exposure to water, i.e. repeated exposure to sprinklers or rain may cause the top to oxidize, causing the top to patina. If your top is scratched or comes into contact with an acid, a shiny spot of bare copper may appear. The spot will eventually age back to the original dark brown finish over time.

For more detailed care and maintenance information please visit www.owlee.com.

LIMITED RETAIL WARRANTY

Frame OW Lee offers a twenty (20) year limited structural warranty on frames under normal use. OW Lee will, at factory option, repair or replace any OW Lee frame that has failed structurally during the warranty period from the date of purchase. To retain the warranty, regular care and maintenance is required.

Finish OW Lee offers a five (5) year limited warranty for frames against blistering, peeling, or fading of the frame finish under normal use. OW Lee will, at factory option, refinish or replace your OW Lee frame if the above occurs during the warranty period from the date of purchase. Occasional rust seepage from crevices and hidden unfinished surfaces inherent in some ornate wrought iron designs is considered a care and maintenance function and is not considered a finish failure. To retain the warranty, regular care and maintenance is required. More frequent care & maintenance is required in coastal areas. Extra care and maintenance are required of any sort of metal furniture that is placed on the coast close to the salt water air. Remove salt buildup by rinsing furniture weekly and drying it with a soft cloth. Harsh cleaners should be avoided, however a gentle mild soap with water can be applied if needed.

Cushions OW Lee offers a five (5) year limited warranty on the craftsmanship and construction of the cushion, a five (5) year limited warranty on Sytex material and a two (2) year limited warranty on Flex Comfort™ under normal use. This warranty includes any fading or discoloration of the fabric. Fabrics are constructed of various types of yarns and various numbers of yarns in the warp and fill. Such variations in construction result in variations in sag and sag recovery. SUCH VARIATIONS IN SAG AND SAG RECOVERY ARE SPECIFICALLY EXCLUDED FROM THIS WARRANTY. C.O.M. fabrics are not covered under this warranty. OW Lee will, at factory option, repair or replace your OW Lee cushions if determined defective as listed above within the warranty period from the date of purchase. To retain the warranty, regular care and maintenance is required.

Porcelain Tops OW Lee offers a five (5) year limited warranty on workmanship and structural integrity of porcelain tops under normal use. Samples displayed or provided to customers are a representation of that series color and are not expressed or implied to be identical. Porcelain tiles are manufactured to mimic natural stone. Some unevenness in the table top surface is considered normal. Due to the way in which the Rio glass accent tiles are manufactured, the appearance of imperfections such as air bubbles or hair-line cracks may occur but will not compromise the integrity of the top. These imperfections are not considered a failure and is not covered under warranty. OW Lee will, at factory option, repair or replace any top found to be defective during the warranty period from the date of purchase. To retain the warranty, regular care and maintenance is required.

Hammered Copper Tops/Pillars OW Lee offers a two (2) year limited warranty on the workmanship and structural integrity of hammered copper tops and pillars under normal use. Samples displayed or provided to customers are a representation of that series color and are not expressed or implied to be identical. The appearance of imperfections may occur but will not compromise the integrity of the top. These imperfections are inherent to the natural copper material, not considered a failure and is not covered under warranty. OW Lee will, at factory option, repair or replace any top or pillar found to be defective during this warranty period from the date of purchase. To retain the warranty, regular care and maintenance is required.

Cast Metal Tops OW Lee offers a five (5) year limited structural warranty on its cast metal tops under normal use. OW Lee will, at factory option, repair or replace any tabletop found to be defective during this warranty period from the date of purchase. To retain the warranty, regular care and maintenance is required.

Fire Pit Component Parts OW Lee offers a two (2) year limited warranty on fire pit burner components under normal use. OW Lee will, at factory option, repair or replace any outdoor fire pit

burner found to be defective during this warranty period from the date of purchase. To retain the warranty, regular care and maintenance is required.

Other Component Parts OW Lee offers a two (2) year limited warranty on purchased component parts such as glides, fabric covers, umbrella bases, bolts, wheels, 13' cantilever and 9' market umbrella frames, swivel bases, etc. that fail due to a manufacturers defect under normal use. To retain the warranty, regular care and maintenance is required.

This limited warranty does not apply to any damage caused by shipping, accidents, staining, natural weathering, misuse, alterations or repairs. No other person is authorized to assume liability on behalf of OW Lee, and in no event shall OW Lee be liable for any contributory or subsequent damage related to the merchandise purchased from OW Lee.

Items Not Covered Under Warranty (Residential)

- Any failure caused by unreasonable use or abuse.
- Rust seepage or bleeding from crevices or hidden, non-finished surfaces inherent in some ornate wrought iron designs.
- Rusting and/or oxidation of frames resulting from exposed metals that have been scratched, chipped or not maintained as outlined in the care and maintenance instructions.
- Natural fading or discoloration of fabrics beyond warrant period.
- C.O.M. fabrics (customer's own material).
- Normal fading of frame finish.
- Accidental damage (including fire, wind or other acts of God).
- Permanent stains caused by lotions, oils or other substances.
- Hard-water deposits or calcium build-up due to minerals found in regional water supplies.
- Table/hearth tops or bases installed and/or used with other manufacturer's table bases, table, or hearth top, or incorrect installation of the base to the table top and fire media.
- Furniture used for commercial or institutional use. (See Commercial Warranty at owlee.com.)
- Items that are repaired, refinished or otherwise modified by any person or entity other than OW Lee.

Please Note: REGULAR CARE & MAINTENANCE IS EXPLICITLY REQUIRED TO RETAIN YOUR WARRANTY. Please visit www.owlee.com/customer-care/ for care & maintenance instructions. OW Lee reserves the right to modify specifications as may be necessary. Please contact the factory to confirm specifications. 1/2" tolerances are considered within spec.

Return of Furniture PRIOR AUTHORIZATION from the factory or factory representative is required. You must be the original purchaser and be able to provide proof of purchase when you make a claim. To submit a warranty claim, contact the dealer where you purchased your furniture. If you are not sure how to contact the dealer, contact our warranty department at (800) 776-9533, via fax: (909) 947-6614 and/or via email at owleera@gmail.com.

If the complaint is covered by warranty and the furniture returned within 24 months from the date of purchase, OW Lee will arrange for freight pick-up and pay the surface freight from the dealer location to the factory. The consumer is responsible for freight charges to and from the factory if beyond the timeframe stated above. Return furniture must be boxed for freight pick up. Furniture must have been used only for residential use as defined in the original purchase order.

Except as expressly provided herein, OW Lee makes no warranties, whether express or implied including, but not limited to, warranties of merchantability and fitness for a particular purpose. OW Lee's limited warranty claims may only be processed directly through OW Lee by the dealer who made the sale of the merchandise. In the event the furniture style, frame finish, fabric or table top has been discontinued, OW Lee will replace the product with a similar item currently offered by OW Lee.

