Warranty

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Landscape Forms Standard Site Furnishings

Your complete satisfaction and future business are our goals. Standing behind our products has been a cornerstone of our commitment to quality and service since our founding in 1969. Our products will satisfactorily perform their intended function, under normal conditions, for many years. For our Cochran and Morrison product, we define normal conditions as presence within protected public spaces, such as on corporate campuses or in community courtyards. If you are ever dissatisfied with one of our products, please contact us and let us demonstrate our commitment.

Landscape Forms, Inc. warrants all products (other than noted exceptions) to be free from defects in material and/or workmanship for a period of three (3) years from date of invoice. Note exceptions:

- This warranty does not cover color change, including fading due to weathering and sun exposure, for the Harvest, Americana and Glide products. Color matches on replacement parts are not guaranteed or warranted. Furniture that has been exposed to sun and weathering may have color and appearance changes.
- Bravo Bistro is warrantied for a period of 1 year.
- The Monterey line's Tradewind fabric has a 5-year warranty for performance, and a 3-year warranty for color loss.
- Products provided by our partners Urbidermis Santa & Cole, Escofet, TUUCI, Legrand, and StruXure Outdoor are covered by their individual warranties.
- This warranty does not apply to damage resulting from accident, alteration, misuse, tampering, negligence, or abuse.

Landscape Forms, Inc. will, at its option, repair, replace, or refund the purchase price of any items found defective upon inspection by an authorized Landscape Forms, Inc. service representative.

Landscape Forms Lighting

LED Lighting Products

All materials and component parts are guaranteed to be free from defects of material and/or workmanship for a period of six (6) years from the date of shipment. This warranty does not apply to damage resulting from accident, alteration, misuse, tampering, negligence, or abuse. Clean power required. Landscape Forms, Inc. will, at its option, repair, replace, or refund the purchase price of any items found defective upon inspections by an authorized Landscape Forms, Inc. service representative. Unauthorized repairs or alterations will void the LFI Warranty. Solar product components are warranted for three (3) years.

Aluminum and Steel Poles

Poles are covered to the extent of that manufacturer's warranty. Poles that are to be stored prior to use should be protected from moisture retention and kept well ventilated. Immediate removal of all packing and shipping materials is recommended to prevent accelerated finish deterioration. A good stock rotation program (first in – first out) is recommended to minimize storage damage or deterioration.

See the Urbidermis and Schréder warranty statements for information specific to those product offerings. An extended warranty is available for LED lighting products and poles upon request, and after project evaluation. A surcharge may apply.

Kornegay Design

Kornegay Design, a Landscape Forms company, warrants its products to be free from defects in materials and workmanship under normal use and service for a period of two (2) years from the original date of delivery (See the Product Care and Maintenance document at kornegaydesign.com).

This warranty does not cover claims for items that have been subject to mishandling, misuse, neglect, accident, vandalism or that have been modified or altered, or items that have been subject to maintenance practices other than those specified in the Product Care & Maintenance document.

Our warranty does not cover naturally occurring changes in concrete surfaces due to the environment.

Any observation of significant cracking that alters the structural integrity of a Kornegay Design product should be reported to the company immediately.

It is the responsibility of the purchaser to carefully examine, in the presence of the delivery driver, all products upon receipt of the order.

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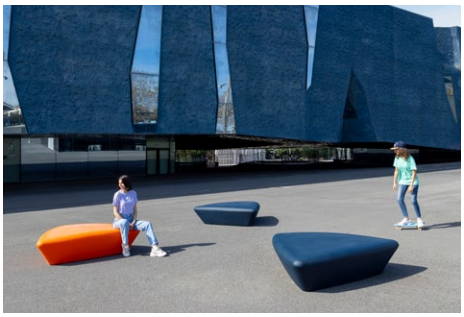

Photos of damaged items must be taken while the object is still attached to the pallet in order to be considered as valid evidence of mishandling by the carrier or as a consequence of inadequate packing by Kornegay Design.

Replacement at the discretion of Kornegay Design is the sole remedy of this warranty.

This warranty is void if planters are ordered without drainage holes or holes that are drilled outside of the normal casting process.

Failure to handle Kornegay Design products in accordance with the recommendations listed in the Care and Maintenance document will void this warranty. Contact Kornegay Design directly with questions or to receive another copy of the Care and Maintenance document.
If you have any questions or would like more information, please contact us at kornegaydesign.com.

Renson

Cove and Scenic Structures

- Landscape Forms and Renson grant the end customer a 10-year warranty on structural elements of the provided and installed by an authorized Landscape Forms and Renson distributor. The warranty period begins on the day of delivery to the end customer.
- Electrical components, including lighting, and controls are covered by a 2-year warranty.
- Power garages / GFCI power outlets are covered by a 1-year warranty.
- Somfy motors are covered by a 5-year warranty.
- Color and gloss of the powdercoating is warranted for 5 years.
- 10-year warranty on the adhesion of the powdercoating. Not valid on aluminum castings and mounting bases.

Cove

- 5-year warranty on Cove's outdoor curtains.

Scenic

- 5-year warranty on the Fixscreen technology: zip stays in side channel + optimal attachment of the zip.
- Crystal screen (fully transparent screen, applied as a window) is covered by a 2-year warranty.
- Landscape Forms warrants the accessories, including tables, benches and whiteboards, to be free from defects in material and/or workmanship for a period of three years from date of invoice.

This warranty only applies:

- On products and accessories supplied by Landscape Forms and Renson. Product modifications and accessories with materials other than those offered by Landscape Forms and Renson are not covered by the warranty and may suspend the warranty.
- On correctly mounted products and accessories. This also includes the correct connection to the surface and/or walls according to building regulations.
- On defects that occur during normal maintenance and within normal operating and climatic conditions and are demonstrably caused by a material, construction or manufacturing defect.
- If the installation was carried out by an authorized Landscape Forms and Renson dealer.

The warranty does not cover the following types of damage and/or defects:

- Damage due to normal wear and tear or age or caused by the customer's or a third party's actions.
- Minor aesthetic defects (inherent in the production process), discoloration or deformation of components, provided they do not impede the normal functioning of the product.
- Creases/folds in fabric.
- Damage or defects caused by abnormal use and/or lack of maintenance. The term "abnormal use" is understood to mean any misuse, unsafe behavior, wrong or forced use and unprescribed adjustments or modifications to the product and/or parts thereof.
- Damage or defects caused during transport or storage and defects caused by inexpert installation, repair or intervention by the customer or a third party, or use of parts that are not in conformity or not recognized by the technical department at Landscape Forms and Renson.
- Damage and/or defects caused by intense exposure to harmful atmospheric conditions or abnormal weather conditions (storm, hail, lightning and water and fire damage) or mounting with weak or unsuitable materials.
- Damage caused by exposure to a harsh environment resulting from industrial or manufacturing activities or from high salinity.
- Damage or defects resulting from installation of the product without complying with the installation instructions provided.

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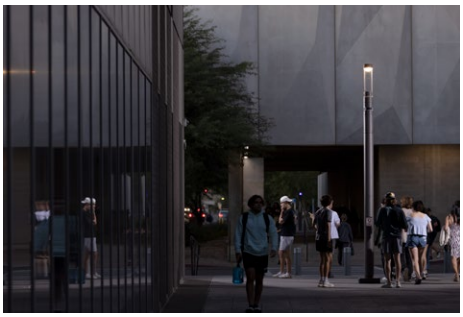

- Damage or defects caused by use of the product without complying with the operating, safety and maintenance instructions provided and/or without respecting the technical limits of use.
- Damage caused by assembly taken place with too weak fixing material.
- Damage caused by fluctuations in the power supply that exceed the default by 10% or more.
- Landscape Forms and Renson are not responsible for glass breakage (e.g. through faulty installation or uneven heating of the glass)

Any defect in conformity shall be reported in writing to Structure-Sales@landscapeforms.com or your local Landscape Forms representative within a period of two (2) months from the time that the defect is determined.

Any defect reported after the period mentioned above will not be considered and warranty claims will therefore be inadmissible. In case of any claim on the warranty, Landscape Forms and Renson will always examine the product and decide whether the warranty covers the defect. If the defect is covered by warranty, Landscape Forms and Renson will not be liable in any way for any consequential loss and/or possible physical accidents, with the exception of any liability under mandatory statutory provisions.

Contact Structure-Sales@landscapeforms.com or your local Landscape Forms representative in case of malfunctions. Do not attempt to make repairs without guidance from Landscape Forms. Landscape Forms, Inc. will, at its option, repair, replace, or refund the purchase price of any items found defective upon inspection by an authorized Landscape Forms, Inc. service representative.

Custom Offerings by Landscape Forms' Studio 431

Landscape Forms, Inc. warrants all its products to be free from defects in material and/or workmanship for a period of three (3) years from date of invoice. Custom precast elements are warranted for three (3) years from date of invoice. Landscape Forms, Inc. warrants all power and lighting components (excluding batteries) to be free from defects in material and/or workmanship for a period of five (5) years from the date of installation. All electric components are warranted subject to the wire connections being protected and to the electric controls being installed in a waterproof box, in accordance with the relevant codes, and protected from water and other weather conditions. Fixtures and devices may be additionally covered by individual product warranties. This warranty does not apply to damage resulting from accident, alteration, misuse, tampering, negligence, or abuse. Landscape Forms, Inc., will, at its discretion, repair, replace, or refund the purchase price of any items found defective upon inspection by an authorized Landscape Forms service representative.

Urbidermis

Urbidermis guarantees the composition and performance features of all material that shape the product for a period of three years. The guarantee covers defects due to product quality. The guarantee excludes defects caused by reasons beyond the normal exposure and usage of the product.

LED lighting products are warranted three (3) years on metal parts and painted finishes and five (5) years or 50,000 operating hours (whichever comes first) for the LED cartridge and electrical components from the date of shipment. LED lighting products are fit for their intended purposes and require clean power. The guarantee does not cover damage resulting from improper installation, neglect, tampering, vandalism, misuse, natural aging, or installation in harsh environments.

Urbidermis compels itself to modify and/or replace the material considered faulty following the present guarantee, without any cost to the property and in a maximum term of three (3) months up to the fault notification. In case of not accomplishing this term, we compel the payment of the modification and/or replacements made by third persons. This guarantee will enter into force up to the delivery date of the product. We issue the present guarantee at Urbidermis in Barcelona, 1 June, 2010.

Escofet

ESCOFET warrants the durability of its product for a period up to five (5) years for concrete products. For their accessories/ elements made of other materials (not concrete), the standard warranty is a period of two (2) years from the date of invoice. The warranty covers the repair or replacement of the product or components at no charge. Notwithstanding, this warranty does not cover damages to ESCOFET

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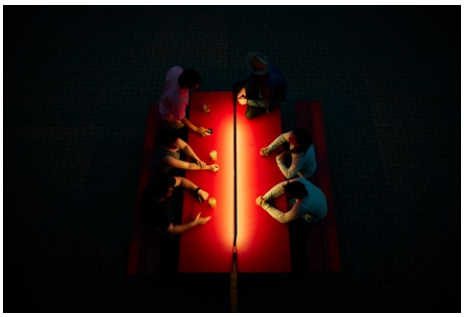

products resulting from unloading; handling; installation; abuse; exposure to paint, liquids or corrosives; or any other damage not attributable to ESCOFET. The warranty shall also be void if ESCOFET products are tampered with, handled, removed or modified by persons not authorized by ESCOFET; or if the product has not been properly maintained by the customer.

TUUCI

Ocean Master™, Plantation™, Ocean Master and Plantation MAX™ Umbrellas

15-years: Entire frame structure, including mast, hubs, struts, brackets and hardware.

10-years: SUNBRELLA®, WeatherMax, and other Tuuci Tuff Skin marine-grade fabric.

5-years: Frame finishes, including powder coat and Tuuci's exclusive Aluma-TEAK™Manual lift systems and related components, including gear boxes and worm drives.

Bay Master™ and Bay Master MAX™ Umbrellas

10-years: SUNBRELLA® and other Tuuci Tuff Skin marine-grade fabric.

5-years: Entire frame structure, including mast, hubs, canopy ribs and hardware SUNBRELLA® and other Tuuci Tuff Skin furniture-grade fabricFrame finishes, including powder coat finishes.

Stingray™ Shade Umbrellas

10-years: SUNBRELLA® and other Tuuci Tuff Skin marine-grade fabric.

5-years: Entire frame structure, including trellis walls, trellis roof, beams and columns.

In extreme weather events, such as hurricanes or severe winter weather, Tuuci recommends storing product indoors whenever possible. Always store parasols in their upright position. It is recommended to remove fabrics first and store them separately to protect from damage. If available, use a protective cover.

Schréder

Schréder warrants that each SHUFFLE will be free from defects in materials and workmanship subject to all conditions and limitations contained of the complete warranty document dated June 1, 2019, for a period of five (5) years from the date of invoice.

During the warranty period, the luminous flux will be maintained at a level of at least 80% of the initial nominal flux with a supply at nominal current, provided that the average nighttime ambient temperature does not exceed the rated Tq performance temperature and taking into account a tolerance of 5% on the drivers' nominal current. This warranty is granted only for SHUFFLES switched on/off daily with an average annual utilization of 4,200 hours and used in accordance with their technical specifications and installation instructions. The Customer must inform Schréder if the SHUFFLE is to be installed in a corrosive environment.

In case of a defective product determined to be covered by this warranty, Schréder shall at its sole discretion repair or replace the SHUFFLE. All other associated costs are explicitly excluded and Schréder shall not be liable for injury to any person or damage to property.

The customer must demonstrate that any default, defect or damage to a SHUFFLE or part thereof does not result from or is not directly or indirectly caused by any error, default, neglect, abuse, misuse or abnormal use by the customer including, without limitation, the customer's failure to properly transport or store the SHUFFLE, failure to keep the SHUFFLE from contact with chemical products and exposure of the SHUFFLE to ambient temperatures in excess of the lower of Ta = 45°C or the maximum value specifically rated by Schréder. If Schréder gives its prior written authorization to open a sealed part of the SHUFFLE in order notably to integrate a third-party material/ component, Schréder's instructions and installation sheets shall be strictly complied with.

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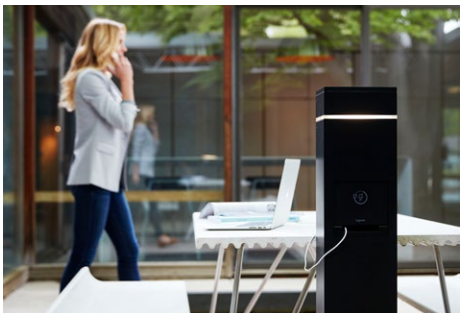

This warranty does not apply to, namely, but not excluded to normal wear and tear; additional control gears; damage or failure to perform arising as a result of electrical supply conditions or a violation of applicable regulations or standards; corrosion due to external factors; parts of the SHUFFLE which are non-Schréder branded products that are integrated; parts, elements and/or accessories added after delivery.

The customer must immediately notify Schréder of a possible claim in writing within thirty calendar days from discovery of the defect or damage and, in any event within the warranty period. A customer may only ship a defective SHUFFLE back to Schréder if Schréder has issued an RMA (Return Material Authorization) beforehand.

Legrand

Legrand Wiremold warrants, to the original purchaser or owner only, that the Products are substantially free of defects in material and workmanship under normal use and service, for a period of one (1) year from the date of original installation or two (2) years from the date of purchase, whichever is sooner. This limited warranty applies only to Products that have been installed properly in accordance with installation instructions supplied by Wiremold and any applicable codes and standards.

This limited warranty is void and Wiremold shall not be liable for any damages or held responsible for the quality, performance or safety of Products that have been repaired, altered or tampered with outside of Wiremold facilities or that have been intermixed (used within a system) with products or materials not approved by Wiremold, or that have been subjected to accident, negligence, misuse or abuse.

Wiremold's sole obligation (and the sole and exclusive remedy of the purchaser or owner of the Product) with respect to any Products that are shown to be defective shall be the repair or replacement of the defective Products, at the sole option of Wiremold. Returned Products will not be accepted unless Wiremold is notified and authorizes the return prior to shipment.

The warranties above are in lieu of all other warranties, express, implied or statutory; including, but not limited to the implied warranties of merchantability and fitness for a particular purpose, and warranties arising from course of dealing or usage of trade, all of which are hereby waived by distributor and disclaimed by Wiremold.

Emeco

Emeco furniture is built to high standards of design and manufacturing, with warranty coverage that reflects the long-life performance of its aluminum craft.

Within the Landscape Forms offering, **1006 Navy chairs and stools, the Heritage Rocking Chair, and 1 Inch all-aluminum stools** carry a lifetime warranty (up to 150 years) for indoor and outdoor use.

Navy Lounge recycled aluminum frames also carry a lifetime warranty (up to 150 years); cushion workmanship and snaps are covered for one year, and upholstery fabric is governed by the textile manufacturer's warranty.

1 Inch tables with aluminum tops carry a 7-year indoor warranty and a 3-year outdoor warranty.

Warranty coverage excludes upholstery and glides, normal wear and tear from outdoor use, and damage caused by accident, abuse, neglect, misuse or improper repair.