



## NewTechWood Residential Limited Warranty

### Outdoor Furniture

#### The Limited Warranty

NewTechWood warrants only the original purchaser of the NewTechWood products for one year. It is valid only for residential use in the United States from the date of purchase, install or assembly in accordance with NewTechWood's written instructions, under regular use, proper service conditions, remain free from material defects, and will not splinter, crack, rot, or suffer structural damage from fungal decay. Proof of original purchase date is required to obtain service under this limited warranty.

The outdoor furniture limited warranty includes material cracking and colorfastness.

#### Exclusions

1. Damages resulting from accident, alteration, fire, flood, acts of God.
2. Freeze damage as a result of moisture bursting from within furniture frames due to sub-freezing temperature.
3. Stain from exposure to outdoor elements, such as grease, spills, dirt, chemical, sprays, fluids, suntan lotion, etc.
4. Scratch or dents are resulting from exposure to normal weathering and normal use.
5. Improper assembly nor following with NewTechWood's written instructions
6. Commercial, contract, institutional, rental or other non-residential uses.
7. Damage resulting from delivery and transportation.

#### Claim Procedure

In order to proceed with a warranty claim against NewTechWood, the Purchaser must send NewTechWood a copy of this warranty document, a copy of original proof of purchase, and photos or other supporting evidence of the defective or nonconforming NewTech Wood product. All warranty claims should be forwarded to the address noted below,

NewTechWood America Inc.  
Claims Department 15912 International Plaza Drive  
Houston, Texas 77032  
Email: [Inquiry@newtechwood.com](mailto:Inquiry@newtechwood.com)

Purchaser is not authorized to make any permanent repairs or remove any of the NewTechWood products prior to NewTechWood having completed its claim investigation and, should Purchaser violate these requirements, such violations shall serve to invalidate and terminate the Limited Warranty provided by NewTechWood. No NewTechWood products shall be returned to NewTechWood unless directed and authorized by NewTechWood in writing to do so. Any removal or disposal of defective NewTechWood products shall be at Purchaser's sole cost and expense.

#### Choice of Law

Texas law shall exclusively govern the interpretation of the Limited Warranty regardless of conflict of law principles.