



Metal Frame Maintenance

OW Lee metal furniture is designed to require minimum maintenance. Metal frames should be kept clean. Do not let dirt build up on the metal frames. 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 standing in water.** To keep your furniture looking its best, you may wish to store or cover your furniture when not in use for an extended period of time.

Cushion Care

OW Lee uses 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.

Authentic Hammered Copper Table Tops

Use only light non-alkaline hand soap and water to clean regularly. Do not use an abrasive pad or scrub profusely when cleaning. Gently clean with a cotton wash cloth or rag. Use coasters and placemats when enjoying the Hammered Copper Table Top. Keep the table top dry. Continued exposure to water, i.e. repeated exposure to sprinklers or rain may cause the top to oxidize, creating a greenish patina. We also recommend you keep your top covered when not in use or keep under a covered patio.

If your top is scratched or comes into contact with an acid, a shiny spot on the copper may appear. The spot will eventually age back to the original dark brown finish over time.

Porcelain Table Tops

Pending Data

All warranties apply to the original owner only, and begin at the date of purchase. Proof of purchase is required with all claims.

Frame:

Your OW Lee frame comes with a twenty (20) year structural warranty when properly maintained in ordinary home use. OW Lee will, at factory option, repair or replace any OW Lee furniture that has failed structurally during normal use and regular maintenance.

Finish:

OW Lee offers a five (5) year warranty against blistering, peeling, or fading of the frame finish under normal use and proper maintenance. OW Lee will, at factory option, refinish or replace your OW Lee furniture if the above occurs within a five year 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. Extra care and maintenance is required in coastal areas.



Care and Maintenance Instructions



Cushions:

OW Lee offers a two (2) year warranty on the quality of the craftsmanship and construction of the cushion, as well as any fading or discoloration of the fabric, which has been properly maintained as listed in our care and maintenance instructions. OW Lee will, at factory option, repair or replace your OW Lee cushions if determined defective as listed above within a two-year period from the date of purchase. C.O.M. fabrics are not covered under this warranty.

Table tops:

Porcelain Tops: OW Lee offers a five (5) year warranty on all Porcelain tops from date of delivery. This limited warranty covers the workmanship and structural integrity of the top. OW Lee will, at factory option, repair or replace any tabletop found to be defective during this warranty period. Regular maintenance must be exercised as set forth in the care instructions.

Authentic Hammered Copper Tops:

OW Lee offers a two (2) year warranty on all authentic hammered copper tops from date of delivery. This limited warranty covers the workmanship and structural integrity of the top. The uniqueness of the natural materials rests in that no two pieces are ever alike. OW Lee will, at factory option, repair or replace any tabletop found to be defective during this warranty period. Regular maintenance must be exercised as set forth in the care instructions.

Cast Metal Tops:

OW Lee offers a five (5) year metal frame warranty on its cast/metal hearth and table tops. To retain its warranty, touch-up any scratches or chips. OW Lee will, at factory option, repair or replace any tabletop found to be defective during this warranty period. Regular maintenance must be exercised as set forth in the care instructions.

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.

Component Parts:

Outdoor Fire Pit Burners:

OW Lee extends a two (2) year warranty on all burner components under normal use and proper maintenance. OW Lee will, at factory option, repair or replace any outdoor fire pit burner found to be defective during this warranty period. Regular maintenance must be exercised as set forth in the owner's manual.

Other Component Parts:

Purchased component parts such as glides, bolts, wheels, umbrella frames, etc. that fail due to a manufacturer's defect within two (2) year from the date of purchase, OW Lee will, at factory option, repair or replace the part in the original color or style, or a similar color and style if the part has been discontinued.





ITEMS NOT COVERED UNDER WARRANTY:

- This warranty does not apply to any damage caused by shipping, accidents, fading, 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.
- 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 warranty 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.
- Furniture used for commercial or institutional use. (See Commercial Warranty)

Please Note: Regular maintenance must be exercised as set forth in the care instructions.

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 cartoned 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.

