

LIFETIME LIMITED WARRANTY

The customer's complete satisfaction is our goal. All products are warranted to the original purchaser to be free of defects in materials and workmanship for a lifetime of normal commercial single shift use except as noted below. Products covered by this warranty will be either repaired or replaced free of charge at Source International's discretion.

5 Year Warranty

All mechanisms and controls
Exposed wood frames and legs
Wood veneer
Painted wood surfaces
Painted stacking chair frames
Outdoor seating

3 Year Warranty

All upholstered materials—normal commercial use (single shift) or a prorated equivalent for multi-shift use.

Source International Does Not Warrant

Failure due to normal wear and tear
Customer's Own Material
The natural variation of color, grain, and texture in wood and leather
The natural fading of materials including wood, fabric, and leather, resulting in color change over time
Marks, scars, or wrinkles occurring naturally in leather
Dye lot variations in fabric, or leather
Color matching of natural materials
Change in color resulting from exposure to chemicals, such as those found in cleaning products or exposure to sunlight or ultraviolet rays.
Puddling in leather, vinyl, or fabric
Felt glides

Wood Finishes

Wood finish names such as Mahogany and Cherry describe color only, not wood species. Finishes are applied to maple, beech, or similar woods. Wood surfaces have natural variations in grain and porosity and absorb finishes differently which may result in variations of final color. Finishes will darken and change color over time and with exposure to sunlight. Premium veneer names such as walnut and oak, describe the wood species and have a clear coat finish.

Painted Wood Finishes

Please note the lifetime structural warranty does not apply to painted finishes. Painted finishes should be specified with consideration of the environment they will occupy. Although a clear sealer coat is applied during production these finishes are topical and they can scratch, dent or mark if treated in a rough manner. If left in direct sunlight for extended periods of time you will notice the color will fade and/or change.