



## **Eterna Collection**

### **2025 / 2026 Limited Manufacturer's Warranty & Product Care Instructions** by Seasonal Living

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### **Purpose**

This Limited Manufacturer's Warranty and Product Care Instructions are provided by Seasonal Living to ensure that our Eterna Collection, featuring powder-coated aluminum frames, contract-quality cushions, companion furniture covers, and Dekton® stone surfaces, meets the highest standards of quality and durability.

## **1. Residential Use Warranty – Eterna Collection**

### **What Is Covered**

This warranty covers defects in materials and workmanship for a period of four (4) years from the date of purchase to the original purchaser for powder-coated aluminum frames. Cushions and Agora cushion covers are warranted for five (5) years from the date of purchase. This warranty applies only to the original purchaser and is non-transferable unless otherwise agreed to in writing by Seasonal Living. This Limited Manufacturer's Warranty applies only to residential use. (See Section 7 for Commercial / Contract Limited Manufacturer's Warranty.)

### **What Is Excluded**

This warranty does not cover damage caused by:

## **Powder-Coated Aluminum Frames**

- Scratches, gouges, or abrasions that compromise the protective coating.
- Corrosion or rust resulting from scratches or damage to powder-coated surfaces.
- Spot rusting on welds, staples, or exposed areas.
- Changes in surface finish due to aging, light exposure, burns, chemicals, or solvents.
- Impact damage, dents, or deformation caused by misuse or accidents.
- Normal fading, scratching, or chipping of the finish as part of expected wear and tear.

## **Environmental / Severe Conditions**

- Accelerated corrosion or deterioration from salt air, ocean spray, or pool chlorine environments where additional care (frequent rinsing, protective covers, or storage) is not taken.
- Damage caused by extreme weather, including but not limited to high winds, storms, hurricanes, tornados, flooding, earthquakes, hail, snow, and ice storms.
- Failure to secure, cover, or store furniture properly in advance of severe weather events.

## **Improper Handling, Movement, or Transport**

- Damage due to mishandling, neglect, improper setup, shipping damage, or use under other than normal conditions.
- Any damage attributable to improper moving (e.g., dragging or dropping) of any furniture.
- Over-stacking or loading excessive weight on any product such as in a furniture storage area.
- Freight, handling, abuse, or acts of nature.
- Freight damage. (Please review our Freight Inspection Guidelines, provided separately, if you need to file a freight claim. It is the customer's responsibility to inspect shipments at delivery and note any damage immediately.)

## **Improper Use, Abuse, or Negligence**

- Misuse, failure to read product warnings and notices, or the result of poor installation.
- Improper assembly, use of incorrect tools, or use of replacement hardware not provided by Seasonal Living.

- Improper cleaning, abuse, or negligence.
- Alteration, tampering, or any negative actions that damage the finish, structure, or design of the furniture.
- Damage or injury resulting from failure to use the furniture as intended. (Example: chairs are for sitting, not standing or rocking.)
- Failure to use the provided furniture cover when the furniture is not in use, resulting in fading, staining, weather-related damage, or deterioration.
- Acts of vandalism or third-party damage, including damage caused by renters, movers, or guests.

### **Chemical / Cleaning Exposure**

- Discoloration, deterioration, or fading caused by chemicals, cleaning products, disinfectant, bleach, sun lotions, or extreme heat.
- Damage from chemical or abrasive cleaners.

### **Hardware / Component Failure**

- Repair or modification by anyone other than Seasonal Living or an approved agent.
- Damage or failure due to lack of proper maintenance, lubrication, or tightening.

### **Items Outside Warranty Scope**

- Superficial or aesthetic defects that do not affect safe use or operation.
- Customer's own fabrics (COM).
- Use in violation of applicable laws, rules, regulations, or ordinances.
- Normal wear and tear.

## **2. Customer Responsibilities**

By purchasing Eterna Collection furniture, the customer acknowledges and agrees to the terms of this Limited Manufacturer's Warranty and will:

- Assemble, install, and maintain the furniture properly.

- **Read and follow all documentation provided, including assembly instructions, product care and warranty information, and all warnings and labeling supplied with the product.**
- Follow all product warnings and sale documentation.
- Use the furniture as intended.
- Report any issues to Seasonal Living promptly.
- Comply with all relevant laws.
- **Use Provided Furniture Covers:** This product includes a furniture cover designed to protect both the finish and the aesthetic integrity of the furniture. Customers are required to use the cover whenever the furniture is not in use, particularly during prolonged periods of outdoor exposure. Proper use of covers helps prevent surface damage, fading, staining, and undue wear. Failure to use covers as directed may void warranty coverage.

### 3. Customer Maintenance Requirements

To maintain warranty coverage, regular care and maintenance are required:

- Cleaning furniture and cushions regularly using only manufacturer-approved cleaning methods and gentle, non-abrasive products designed for outdoor furniture and performance fabrics. Avoid harsh chemicals, bleach, or abrasive tools, and always follow Seasonal Living's recommended care techniques to preserve finishes and maintain warranty coverage.
- Removing standing water from frames or cushions promptly.
- Rinsing frames regularly in coastal or poolside environments to remove salt or chlorine residue.
- Storing or covering furniture during high winds, storms, or severe weather events.
- Replacing worn glides.
- Lubricating mechanical parts.
- Tightening hardware.
- Storing or covering cushions in severe weather.
- Supervising proper use (chairs are for sitting only; not for jumping, standing, or rocking).
- Always use the provided furniture covers when the furniture is not in use. This is the single best way to preserve warranty coverage and maintain the product's original finish and appearance.

### Care & Cleaning Guidance

#### Powder-Coated Aluminum Frames

- Clean periodically with a soft cloth or sponge using mild soap and water. Rinse thoroughly and allow to air dry.
- Do not use abrasive cleaners, harsh chemicals, or wire brushes.
- Touch up minor scratches promptly to prevent exposure and potential corrosion.
- Rinse regularly in coastal or pool environments to remove salt/chlorine.
- Avoid prolonged contact with acidic substances.

### **Cushions & Agora Covers**

- Brush off loose dirt before it becomes embedded.
- Clean with a soft brush or sponge and a solution of mild soap and lukewarm water. Rinse thoroughly and air dry.
- For tougher stains, Agora solution-dyed acrylics may be cleaned with a diluted bleach solution (maximum 1 cup bleach per gallon of water). Always rinse thoroughly after using bleach-based cleaners.
- Do not machine wash cushion inserts. Cushion covers may be removed and hand-washed or machine-washed cold (if zippers provided), then air dried.

 Failure to follow these care and maintenance guidelines may void warranty coverage.

## **4. Furniture Cover (Spun Polyester) Warranty & Care**

### **Coverage**

Seasonal Living warrants the spun-polyester furniture cover supplied with your Seasonal Living furniture product against defects in material and workmanship for a period of **one (1) year** from the date of original purchase. This warranty applies for both residential and commercial/hospitality use.

### **What Is Excluded**

This warranty does not cover damage caused by:

- Normal wear and tear, including **UV fading, color loss, or damage caused by prolonged sunlight exposure.**

- **Mold, mildew, or staining caused by moisture retention, dirt, or organic matter resulting from improper cleaning or prolonged storage of damp covers.**
- Misuse, negligence, alteration, or modifications of the cover.
- Failure to use or secure the cover properly, including water pooling, wind whipping, or abrasion caused by movement.
- Damage caused by heavy storms, high winds, or acts of nature.
- Transportation damage or associated costs.
- Dragging or pulling the cover over sharp corners or abrasive surfaces.
- Use of harsh or abrasive cleaners or tools.
- Use of bleach or undiluted harsh chemicals not specifically approved.

### **Care & Cleaning Instructions**

To maintain coverage and ensure longevity of the cover, the customer must:

- Remove cover and clean periodically using cold water and mild detergent.
- Hand wash or machine wash on a front-loading machine with cold water. Do not use high heat.
- Hang to air dry; do not tumble dry.
- Spot clean stains immediately using a soft cloth and mild soap. Rinse thoroughly.
- Avoid dragging the cover over rough or sharp edges. Ensure the cover is properly positioned and secured to prevent wind damage or water pooling.
- Store or cover the furniture in severe weather; use the spun-polyester cover whenever furniture is not in use.

### **How to File a Claim**

Claims under this cover warranty must follow the same claim process as outlined in **Section 6 (Warranty Claims)** of the product Warranty document. Customer must provide proof of purchase, photos showing the defect, and the original cover. Seasonal Living will determine whether the defect is covered under this Furniture Cover Warranty at its option to repair or replace.

## **5. Dekton® Stone Surfaces (Cosentino)**

### **Coverage**

Certain Seasonal Living products incorporate Dekton® stone surfaces, manufactured by Cosentino. Seasonal Living warrants Dekton surfaces purchased **exclusively through Seasonal Living as part of Seasonal Living products** for a period of five (5) years for residential use and three (3) years for

commercial/hospitality use, against defects in material and workmanship, provided the product is used under normal conditions and in accordance with published care guidelines.

This Limited Warranty for Dekton stone applies **only** to Dekton surfaces sold as part of Seasonal Living furniture and companion products. Seasonal Living does not provide coverage, care, or warranty support for any Dekton stone purchased directly from Cosentino or any other supplier. Such material is treated the same as Customer's Own Material (COM) and is outside the scope of this warranty.

## Care & Use

- Clean with mild soap and warm water; rinse thoroughly and dry with a soft cloth.
- For stubborn stains, use a non-abrasive household cleaner recommended by Cosentino.
- Do not use strong acids, alkalis, paint removers, or abrasive pads.
- Always use cutting boards when preparing food; do not cut directly on Dekton surfaces.
- Always use trivets or heat pads under hot cookware; do not place hot pots or pans directly on the surface.
- Wipe spills promptly to avoid staining or surface etching.
- Avoid impact with heavy or sharp objects that may chip, crack, or damage edges or corners.
- **Seasonal Living strongly recommends the regular use of the provided Seasonal Living furniture cover whenever the furniture is not in use. Proper cover use protects both the Dekton surface and the entire product from weather-related damage, stains, and undue wear.**

## Exclusions

This warranty does not cover:

- Any Dekton stone not sold as part of the Seasonal Living product catalog.
- Any Dekton stone purchased independently of Seasonal Living (treated as COM).
- Improper cleaning methods or use of abrasive/chemical cleaners.
- Edge chipping, cracking, or impact damage caused by misuse.
- Thermal shock damage from sudden extreme temperature changes.
- Installations not compliant with Cosentino's published guidelines.

- **Any damage resulting from installation, including improper installation, by the customer or the customer's agents, contractors, or installers.**
- **Transportation damage or associated transportation costs.**
- **Alterations, edge polishing, or customization performed after delivery.**

### **How to File a Claim**

Customers should file warranty claims for Dekton stone surfaces with Seasonal Living following the same process outlined in **Section 6 (Warranty Claims)**. Seasonal Living will process Dekton warranty claims on behalf of the customer directly with Cosentino. Final claim determinations are based on the terms of this Limited Warranty and Cosentino's material evaluation.

## **6. Filing a Warranty Claim**

To initiate a warranty claim, the customer must:

1. Notify Seasonal Living in writing of the defect or issue.
2. Complete the Seasonal Living Warranty Claim Form, providing full details.
3. Submit a copy of the original invoice or proof of purchase.
4. Provide high-resolution close-up photos showing the concern, along with wide-angle photos of the full product.
5. Submit claims within 30 days of discovering the issue.
6. Do not dispose of or remove any item until the product warranty claim is fully resolved. Doing so may result in the warranty not being honored.

Failure to supply required documentation may delay or invalidate the claim.

**Note:** Failure to follow Customer Responsibilities (Section 2) and Inspection & Safety Obligations (Section 9) may also result in denial of warranty coverage.

## **7. Commercial / Hospitality Use Warranty – Eterna Collection**

### **Coverage**

- Powder-Coated Aluminum Frames: Three (3)-year limited warranty against structural failure due to manufacturing defect. Remedy may include repair, replacement, or refinishing in a similar style and color.



- Cushions and Agora Cushion Covers: Three (3)-year limited warranty against defects in materials and workmanship under normal hospitality use.
- Dekton Stone Surfaces: Three (3)-year limited warranty against defects in material and workmanship under normal hospitality use.
- Furniture Covers (Spun Polyester): One (1)-year limited warranty under normal hospitality use.

## **Exclusions**

- Normal wear and tear.
- Misuse, abuse, or improper installation/maintenance.
- Dragging, dropping, improper moving.
- Overloading or stacking.
- Extreme weather exposure, including but not limited to hurricanes, tornados, flooding, hail, snow, and ice storms.
- Impact damage.
- Corrosion or rust due to scratched or damaged powder coating.
- Accelerated corrosion or deterioration from salt air, ocean spray, or pool chlorine environments where additional care (frequent rinsing, protective covers, or storage) is not taken.
- Mold, mildew, pollen, dirt (See Care Section).
- Discoloration or fading from chemicals, UV exposure, or sunlight.
- Failure to use the provided furniture cover when the furniture is not in use, resulting in fading, staining, weather-related damage, or deterioration.
- Improper or harsh cleaning methods, including the use of undiluted bleach, abrasive tools, or non-approved cleaning agents inconsistent with Agora fabric guidelines.
- All exclusions listed in Residential Warranty (Section 1), Furniture Cover (Section 4), and Dekton (Section 5).

Commercial customers must comply with all care and maintenance instructions outlined in Section 3.

Follow the same procedures (Section 6) as outlined in the Residential Warranty for any product claim for any commercial installations.

## **8. Liability Disclaimer & Exclusive Remedy**

**SEASONAL LIVING IS NOT RESPONSIBLE FOR MISUSE RESULTING IN INJURY, NOR FOR LOSS OF USE, PROFIT, OR INDIRECT DAMAGES, EVEN IF ADVISED OF THEIR POSSIBILITY.**

**THIS WARRANTY DOES NOT COVER LABOR COSTS, TRAVEL TIME, OR REMOVAL/REINSTALLATION EXPENSES RELATED TO SERVICE. DAMAGE TO FLOORING, DECKS, OR SURROUNDING FURNISHINGS CAUSED BY IMPROPER USE OR CARE IS EXCLUDED.**

**REPAIR, REPLACEMENT, OR REFINISHING OF THE PRODUCT (AT SEASONAL LIVING'S OPTION) SHALL BE THE SOLE AND EXCLUSIVE REMEDY UNDER THIS WARRANTY.**

## **9. Customer Inspection & Safety Obligations**

Customers are required to periodically inspect Seasonal Living furniture to ensure that it remains secure, stable, and safe for use. This includes checking all fixtures, fasteners, hardware, and structural connections for tightness and integrity. Any loose, missing, or damaged components (including screws, bolts, glides, or other parts of the furniture) must be addressed promptly by the customer before further use.

**In the event that a customer detects damage, weakness, instability, or missing parts in any part of the furniture, they must immediately cease use of the furniture and prevent any further use until corrective action has been taken or until Seasonal Living has authorized continued use.**

Failure to perform regular inspections and corrective actions as described above, or to stop use after discovering defects or missing parts, may result in unsafe conditions and will void warranty coverage for any damage or injury resulting from continued use. Seasonal Living assumes no liability for accidents, injury, or property damage caused by failure to comply with these inspection, maintenance, or use obligations.

## **10. Product Use Warning**

**THIS FURNITURE IS NOT DESIGNED FOR CHILDREN TO PLAY ON.**

Unless sold specifically as a chair or stool, **DO NOT** climb, sit on, stand on, or jump on/off any piece of furniture, and do not use any furniture as a step ladder. **ONLY USE FURNITURE IN THE NORMAL MANNER FOR WHICH IT IS MANUFACTURED AND INTENDED.**

For example, a lounge chair is intended to be sat on by one (1) person; it is not intended to be jumped on and off, used as a step ladder, or subjected to any other misuse. A table is manufactured and intended to be used to sit next to for the purpose of dining or other similar activities. It is not intended to be leaned on, sat on, jumped on or off, danced on, or subjected to any other misuse.

**SEASONAL LIVING CANNOT MONITOR OR SUPERVISE ANY CHILDREN WHEN USING THE FURNITURE. PARENTS AND COMMERCIAL PROPERTIES MUST NOT PERMIT CHILDREN TO PLAY ON OR UNDERNEATH THE FURNITURE AND MUST ALSO TAKE APPROPRIATE MEASURES TO PROTECT CHILDREN FROM ANY HARM, INCLUDING POSTING WARNING NOTICES AND/OR ASSIGNING SUPERVISORY EMPLOYEES TO ENSURE THAT THE FURNITURE IS USED ONLY IN THE MANNER FOR WHICH IT IS INTENDED.**

Misuse in this manner will void the warranty and may result in personal injury or damage to the product. Customers are responsible for ensuring that all users of the furniture follow this warning at all times.

## **11. Governing Law and Consumer Rights**

**THIS WARRANTY IS GOVERNED BY THE LAWS OF THE STATE OF TEXAS (USA), WITHOUT REGARD TO CONFLICT-OF-LAW PRINCIPLES.**

**DISCLAIMER OF IMPLIED WARRANTIES: EXCEPT AS EXPRESSLY PROVIDED ABOVE, SEASONAL LIVING DISCLAIMS ALL IMPLIED WARRANTIES, INCLUDING BUT NOT LIMITED TO MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, TO THE FULLEST EXTENT PERMITTED BY LAW.**

**CONSUMER RIGHTS STATEMENT: SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES OR THE EXCLUSION OF IMPLIED WARRANTIES, SO THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS**

## **12. International Sales**

For customers outside the United States, consumer warranty rights may vary. In jurisdictions where statutory consumer guarantees apply (e.g., EU, UK), this Limited Manufacturer's Warranty does not replace or reduce mandatory legal protections. Seasonal Living will provide region-specific warranty information upon request.