



Vaterra Collection

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

Purpose

This Limited Manufacturer's Warranty and Product Care Instructions are provided by Seasonal Living to ensure that our Vaterra Collection, featuring premium Indonesian teak frames, handwoven **Viro®** HDPE synthetic rattan and rope, contract-quality cushions, companion furniture covers, and optional Dekton® stone surfaces, meets the highest standards of quality and durability.

1. Residential Use Warranty – Vaterra 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 teak 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:

Teak Frames

- Normal weathering, including fading, color changes, or development of a natural silver-grey patina.
- Seasonal expansion and contraction leading to hairline cracks or small splits.
- Oil surfacing, staining, or transfer to cushions/fabrics.
- Damage caused by improper cleaning, power washing, or harsh chemicals.
- Failure to rinse and maintain in coastal or poolside environments.
- Impact damage, dents, or misuse.

Synthetic Rattan / Rope

- Normal stretching, sagging, fraying, or fading from UV exposure.
- Abrasion from contact with sharp objects or dragging.
- Cuts, snags, or pet damage.
- Discoloration or wear from sunscreen, chlorine, or pollution.

Environmental / Severe Conditions

- Accelerated deterioration from salt air, ocean spray, or pool chlorine where extra care is not taken.
- Damage from extreme weather (hurricanes, flooding, hail, ice storms, etc.).
- Failure to secure or cover furniture prior to severe weather.

Improper Handling, Movement, or Transport

- Dragging or dropping furniture.
- Freight or shipping damage.
- Overloading, stacking, or improper storage.

Improper Use, Abuse, or Negligence

- Misuse, improper installation, or failure to follow care instructions.
- Improper assembly, use of incorrect tools, or replacement hardware not provided by Seasonal Living.
- Negligence, alteration, tampering, or other damage not attributable to Seasonal Living.

- Failure to use provided covers.
- Acts of vandalism or third-party damage (renters, movers, guests).

Chemical / Cleaning Exposure

- Damage caused by bleach, disinfectants, or harsh chemicals.
- Staining from sun lotions, alcohol, or oils.

Hardware / Components

- Rust or pitting due to scratches or failure to maintain protective finishes.
- Unapproved modifications or repairs.

Outside Warranty Scope

- Normal wear and tear.
- Superficial or aesthetic imperfections not affecting safety.
- Customer's Own Materials (COM).
- Use in violation of laws or codes.

2. Customer Responsibilities

By purchasing Vatterra 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.**
- 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.

2B. Synthetic Rattan / Rope / Fabric Wear

Seasonal Living uses premium contract-quality high-density polyethylene by **Viro® (HDPE) synthetic rattan and rope**, designed for long-term outdoor use. These materials are engineered to resist excessive fading, peeling, cracking, and degradation under normal residential and commercial conditions.

However, as with all woven and rope products, **minor stretching, slight fading, or surface wear may occur over time due to exposure and use and is considered normal and not a defect.** Customers are responsible for proper care, routine cleaning, and use of provided furniture covers to prolong the life of woven and rope components.

Warranty coverage is limited to structural failure of the weave or rope material caused by manufacturing defects. Cosmetic changes such as slight stretching, fraying, or gradual color change do not constitute defects and are excluded from warranty coverage.

3. Customer Maintenance Requirements

Teak Care

- Wash periodically with mild soap, water, and a soft brush or cloth.
- Do not power wash, use steel wool, or harsh chemicals.
- Rinse thoroughly and air dry.
- Teak naturally weathers; use teak sealer to maintain golden tones.
- **Test any Teak cleaner or sealer on an inconspicuous area and wait 2–3 hours to check for adverse effects.**
- Wipe spills promptly to prevent stains.

Synthetic Rattan / Rope

- Clean with mild soap and water using a soft brush.
- Avoid abrasive cleaners or scrubbing pads.
- Remove debris promptly to avoid dirt buildup.

Cushions & Agora Covers

- Brush off dirt before it embeds.
- Wash with mild soap and lukewarm water; rinse well and air dry.
- Bleach cleaning allowed for Agora fabrics (diluted only).
- Do not machine wash inserts; covers may be washed cold if removable.

Furniture Covers (Spun Polyester)

- Clean with cold water and mild detergent.
- Air dry; do not tumble dry.
- Avoid dragging across sharp surfaces.
- Mold/mildew caused by moisture retention is excluded.

 Failure to follow these maintenance steps 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 or 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

- 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.
- Avoid dragging the cover over rough or sharp edges.
- Store or cover the furniture in severe weather.

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.**

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.

7. Commercial / Hospitality Use Warranty – Vaterra Collection

Coverage

- Teak Frames: Two (2)-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.
- Accelerated 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.

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 WHICH VARY FROM STATE TO STATE.

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.