

PLYMOLD LIMITED WARRANTY

DEFINITIONS

Defect: A product defect means an inadequacy in the materials or finish of the product that either existed at the time the product was received or causes a failure of the product to perform under ordinary use.

Workmanship: Workmanship is the degree of skill with which a product is made, or a job done. Workmanship includes quality of paint or stain finish, top-coat application, upholstery, and quality of weld joints.

Structural Integrity: The structural integrity is the ability of the product to safely function when in use as it was originally intended.

Normal Use: Normal use is defined as the equivalent of continuous multi-shift usage.

Wrong Product: If we make an order entry or production error and send you the wrong product, we will replace with the correct item.

LIMITED WARRANTY

All Plymold furniture is warranted for indoor use except for outdoor furniture. Plymold warrants all furniture, and their components shall be free of defects in material or workmanship given normal use during one (1) year after original purchase date. Plymold provides extended warranties for select products, refer to product specifications for more information.

If any product is found to be defective in material or workmanship during one (1) year after original purchase date and if the product or component has been properly installed and maintained by purchaser, Plymold will, at its options, replace or repair the product or component only without charge.

Any off-site warranty repair must be pre-approved by Plymold BEFORE repair work begins to be eligible to receive reimbursement. This warranty policy does not include installation or freight of the warranty items.

Repairs and replacements do not extend any product warranty. In the event of any authorized repairs, the warranty term remains the order original day of shipment.

This warranty does not apply to modified products or to those damaged by accident, abuse, neglect, or misuse.

The extent of Plymold's liability is limited to the purchase price of the product sold. In no event will Plymold be liable for injury, loss, or damage, whether direct, consequential, or incidental to persons or property arising out of the purchaser's care or neglect.

This warranty does not cover any items which have been in storage, freight-damaged, improperly cared for or abused, neglected, or misused.

SWIVEL WARRANTY

Plymold warrants swivels for one year from date of purchase. If swivels are found to be defective in material or workmanship during their warranted period after original purchase date and if the product or component has been properly installed and maintained by purchaser, Plymold will, at its option, replace the swivel only without charge. This warranty policy does not include installation or freight of warranty items. This warranty does not apply to modified products or to those damaged by accident, abuse, neglect, or misuse.

VINYL & UPHOLSTERY WARRANTY

Plymold warranty covers only manufacturer's flaws in vinyl and upholstery. Plymold's warranty does not cover damage or decreased performance caused by punctures, tears, excessive wear, or color loss of any kind. Plymold disclaims all liability for damage due to fabrication, installation, or other labor related costs. When a customer supplies its own vinyl or upholstery, there is no warranty by Plymold.

SPECIALS/CUSTOM PRODUCTS

Products made according to the Buyer's specifications, or Engineered to Order (ETO) products, Seller does not warrant adequacy of such specifications or that the products will perform in accordance with specifications.

TO THE EXTENT ALLOWED BY LAW, ANY IMPLIED WARRANTIES, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE DISCLAIMED AND TO THE EXTENT THEY ARE LEGALLY REQUIRED, ARE LIMITED IN DURATION TO THE DURATION OF THIS WRITTEN WARRANTY.

PLYMOLD SHALL NOT BE LIABLE FOR LOSS OF TIME, INCONVENIENCE, COMMERCIAL LOSS, OR INCIDENTAL OR CONSEQUENTIAL DAMAGES.

Applies in US only: Some states do not allow limitations on how long an implied warranty lasts or do not allow the exclusion or limitation of incidental or consequential damages, so the limitations or exclusions in the two preceding paragraphs may not apply. This warranty gives the purchaser specific legal rights; however, the purchaser may also have other rights that may vary from state to state.

Applies outside US: Except as stated above, Plymold will not be liable for any loss or damage (including costs) however caused, whether direct or consequential, incurred or suffered by the purchaser or any third party in respect of the products but nothing contained herein will or will be considered to exclude or restrict any liability on Plymold's part for death or personal injury resulting from negligence.

All warranty terms, conditions, limitations, and exclusions are subject to change without notice.

WARRANTY PROCEDURE

Please follow the warranty procedures described below to ensure suitable and responsive service.

To file a warranty claim, email help@webstaurantstore.com or your account manager with the following information:

1. Once a defect has been discovered, the original purchaser must contact Plymold immediately, in writing, with:
 - o sales order/invoice number(s),
 - o product number(s) of affected units,
 - o description of product defect/failure,
 - o picture(s) of defect/failure,
 - o contact information, and
 - o date defect/failure was discovered.
2. Upon inspection of the product(s), Plymold will collect all relevant information necessary for review of the request.
3. Product replacement, replacement parts and repairs will be authorized by a Customer Care representative if acknowledged to be necessary under product warranty eligibility conditions.

PLYMOLD – EXTENDED PRODUCT WARRANTIES

Supplemental to Plymold’s Limited Warranty, Plymold provides extended product warranties, from date of purchase, to select products listed in Table 1.

EXTENDED WARRANTY – SELECT PRODUCTS	
Product Name / Item	Extended Warranty (limitations and exclusions apply)
Cebra® Frames Jupiter® Frames Contour Frames Courtland® Frames Color Court® Frames Ultra Court® Frames Island Frames Mesa/Vista Frames Horizon Frames Steel Chair Frames ¹ Steel Chairhead Frames ¹ Steel Barstool Frames ¹ Contour Seats Composite Seats Dur-A-Edge® Tops	7 years free from defects in material or workmanship. 7 years structural integrity.
Steel Table Bases	5 years free from defects in material or workmanship. 5 years structural integrity.
Aurora® Outdoor Chair Aurora® Outdoor Bench Aurora® Outdoor Table Bases	5 years structural integrity.

4. ¹Pertains only to product identified ‘Made In USA’.