

## LIMITED COMMERCIAL WARRANTY

Jackson Pottery, dba Domiziani America, warrants to the original purchaser from the date of purchase, under normal use, care, and maintenance conditions, that Domiziani America products shall be free from manufacturer defects. Proof of purchase is required with all claims.

### **CERAMIC GLAZED LAVA STONE AND VOLCANIC STONE TABLETOPS (DOMIZIANI DESIGN, ITALY)**

Domiziani Design ceramic glazed lava stone and volcanic stone tabletops come with a five (5) year warranty against structural cracking or manufacturer defects when properly maintained in ordinary commercial use. As lava stone, volcanic stone, and color pigments are all natural organic materials, exact control over color and surface condition is not fully manageable as with the precision from machine-made goods. Each piece of stone has its own unique characteristics and hand-painting is never uniform - no two pieces will ever be exactly alike.

### **METAL TABLE BASES (DOMIZIANI DESIGN, ITALY)**

Domiziani Design metal table base frames come with a five (5) year structural warranty when properly maintained in ordinary commercial use. Domiziani America will, at factory option, repair or replace any Domiziani Design metal base that has failed structurally during normal use and with regular maintenance. Domiziani America offers a three (3) year finish warranty for Domiziani Design frames against blistering, peeling, or fading of the frame finish under normal use and proper maintenance. Domiziani America will, at factory option, refinish or replace your Domiziani Design table base frame if the above occurs within a three-year period from the date of purchase. To retain the limited warranty, regular care and maintenance is required. More frequent care and maintenance may be required in coastal areas.

### **METAL TABLE BASES (JACKSON POTTERY, DALLAS, TX)**

Jackson Pottery metal table base frames (manufactured in Dallas, TX) come with a five (5) year structural limited warranty when properly maintained in ordinary commercial use. Domiziani America will, at factory option, repair or replace any Jackson Pottery bases that have failed structurally during normal use and with regular maintenance. Domiziani America offers a three (3) year limited warranty for frames against blistering, peeling, or fading of the frame finish under normal use and proper maintenance. Domiziani America will, at factory option, refinish or replace your Jackson Pottery base if the above occurs within a three-year period from the date of purchase. Occasional rust seepage from crevices and hidden,

unfinished surfaces are inherent in wrought iron designs and is considered a care and maintenance function, not a finish failure. To retain the limited warranty, regular care and maintenance is required. More frequent care and maintenance may be required in coastal areas.

### **METAL TABLE BASES (JACKSON POTTERY, CHINA)**

Jackson Pottery metal table base frames (manufactured in China) come with a three (3) year structural limited warranty when properly maintained in ordinary commercial use. Domiziani America will, at factory option, repair or replace any Jackson Pottery bases that have failed structurally during normal use and with regular maintenance. Domiziani America offers a two (2) year limited warranty for frames against blistering, peeling, or fading of the frame finish under normal use and proper maintenance. Domiziani America will, at factory option, refinish or replace your Jackson Pottery base if the above occurs within a two-year period from the date of purchase. Occasional rust seepage from crevices and hidden, unfinished surfaces are inherent in wrought iron designs and is considered a care and maintenance function, not a finish failure. To retain the limited warranty, regular care and maintenance is required. More frequent care and maintenance may be required in coastal areas.

### **METAL TABLE BASES (O.W. LEE®)**

O.W. Lee® metal table base frames come with a five (5) year structural limited warranty when properly maintained in ordinary commercial use. O.W. Lee® will, at factory option, repair or replace any O.W. Lee® furniture that has failed structurally during normal use and with regular maintenance. O.W. Lee® offers a three (3) year limited warranty for frames against blistering, peeling, or fading of the frame finish under normal use and proper maintenance, excluding Oxford White on iron finishes. O.W. Lee® will, at factory option, refinish or replace your O.W. 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 are inherent in some wrought iron designs and is considered a care and maintenance function, not a finish failure. To retain the limited warranty, regular care and maintenance is required. More frequent care and maintenance may be required in coastal areas.

### **FIRE PIT COMPONENT PARTS (O.W. LEE®)**

O.W. Lee® extends a one (1) year warranty on all burner components under normal commercial use and proper

maintenance. O.W. 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. For more information go to [www.owlee.com](http://www.owlee.com). For service under the O.W. Lee® warranty, please reach out to Domiziani America or the Domiziani America retailer from whom you purchased your fire pit table.

## EXCLUSIONS (ITEMS NOT COVERED UNDER COMMERCIAL WARRANTY)

The following items and conditions are specifically excluded from the Domiziani America limited commercial warranty. Domiziani America shall not be liable for any failure, defect, or damage resulting from or connected with the following:

- Rust or corrosion of stainless steel or zinc coated steel hardware.
- Rust or corrosion of steel or wrought iron frames. Rusting and/or oxidation of frames resulting from exposed metals that have been scratched, chipped, or not properly maintained as outlined in the care and maintenance instructions. To retain the warranty, regular care and maintenance is required. More frequent care and maintenance may be required in coastal areas.
- Normal fading of frame finish.
- The application of paint, varnish or other coating or chemical not approved by Domiziani America or the application of heat or radiation from an external source, such as a barbecue grill, appliance, or fire.
- Permanent stains caused by lotions, oils, or other substances.
- Hard-water deposits or calcium build-up due to minerals found in regional water supplies.
- Normal weathering (defined as exposure to sunlight, weather, and atmospheric conditions which may cause any surface to slightly fade, lighten, darken, chalk, or accumulate dirt or stains).
- Improper assembly or mishandling of products, including any improper assembly or mishandling in any way by the dealer or assembler.
- Abnormal or improper use of products.
- Any lack of compatibility between our products and any other product not manufactured or sold by us that causes damage to or failure of our products.
- Color or pattern variance between any new replacement section or pieces and other sections or pieces.
- Hard bubbling on Design tops (COD part numbers), defined as occasional, slightly raised, "bubbled" surface irregularities resulting from the nature of overlapping colors, firing, and solidification conditions during cool down. For more information, please see Hard Bubbling on our FAQs.
- Variations of white color. Before firing, areas of white glaze are superimposed with reactive glazes that may result in immediate or delayed color shifting towards tones of ivory.
- Craquelé (Crackling or Crazing), defined as the immediate or delayed crackle effect that may appear as fine hairline cracks or spider web patterns within the glazed surface. This is a natural effect that is more common and noticeable with whites and ivory tones. Dirt, dust, and other surface contaminants will fill up the net craquelé over time and become more evident. Regular cleaning will help minimize the noticeability of any potential craquelé.
- Accidental damage (including fire, wind, or other acts of God).

Regular and proper maintenance of your product is required to support the benefits of this warranty. This warranty is voided in the event that there are indications of abuse or neglect to the furniture. This warranty does not apply to normal wear and tear effects on Domiziani America products, which are received by regular use of the products.

No entity or person is authorized by Domiziani America to make, and Domiziani America shall not be bound by, any statement or representation as to the quality or performance of Domiziani America products other than as contained in this warranty. This warranty may not be altered or amended except by a written instrument from Domiziani America.

Under no circumstances will Domiziani America be liable for special, incidental, or consequential damages, whether such damages are sought in contract, in tort (including but not

limited to negligence and strict liability) or otherwise, and Domiziani America's liability with respect to defective products shall in no event exceed the replacement of such products or return of the purchase price, as described above.

This warranty shall only be applicable and enforceable in the United States of America and Canada.

This warranty is effective for products purchased on or after 1/1/2019.

#### **SERVICE UNDER WARRANTY**

For service under this warranty, first contact your Domiziani America retailer from whom you purchased the product, as they will need to submit a claim for you. If you purchased your Domiziani America product directly from Domiziani America, please submit your warranty claims via email to [sales@domizianiamerica.com](mailto:sales@domizianiamerica.com).

When submitting a claim, please supply the following documentation:

- A written description of the defect.
- The product's item number, proof and date of purchase.
- Photographs of the product, wherein any defects are clearly visible.

Once a claim has been received, Domiziani America's sole responsibility shall be, at its option, to repair or replace defective components, to repair or replace defective table base or tabletop, or to authorize repairs by a third party, and to then notify Purchaser of the result. Should a defective product no longer be available, Domiziani America may replace with similar product of equal or greater value, offer credit, or refund.

No returns will be accepted without the written authorization by Domiziani America. Buyer may be responsible for return freight in the rare case that a return is authorized. All goods to be received in original condition by Domiziani America. Once a return merchandise authorization (RMA) is granted, the return must be received at Domiziani America within 12 business days. Failure to return merchandise within this time frame will result in forfeiture of any credit or refund.