



Lifetime Limited Indoor Furniture Warranty

Effective Date: August 15, 2025

Whitney Brothers®, located at 93 Railroad Street, Keene, NH 03431, USA, provides a non-transferable lifetime limited warranty to the original purchaser that the indoor products it manufactures (after January 1, 2012), will be free from defects in materials and workmanship for a lifetime from the date of shipment.

What is Covered

This warranty applies only to indoor furniture products manufactured by Whitney Brothers®. At its sole discretion during the warranty period, Whitney Brothers® will repair or replace any product, part, or component covered by this warranty that proves defective in material or workmanship under intended use.

What is not Covered

- Normal wear and tear due to regular use over time that does not result from a defect in materials or workmanship. Examples include (but are not limited to):
 - Fading or discoloration of finishes due to sunlight or age
 - Minor scratches, dents, or abrasions from daily use
 - Normal loosening of fasteners that may require periodic tightening
 - Normal aging of materials such as fabric, foam, or wood grain changes
- Damage caused by misuse, abuse, neglect, accident, or improper application including damage to writable surfaces
- Exposure to extreme and/ or extended environmental conditions (i.e. high humidity, extreme heat, water exposure)
- Any products that have been modified or repaired by parties unauthorized by Whitney Brothers®
- Commercial loss, inconvenience, or incidental/ consequential damages

Limited Warranty for Certain Components and Accessories

- Certain indoor furniture components and accessories not manufactured by Whitney Brothers® may carry a limited warranty. This includes, but is not limited to:
 - Trays, cushions, and upholstered parts
 - Casters, hinges, and hardware
 - Plastic or metal bins, tubs, and shelf brackets
 - Electrical components and lighting
- To find an item's warranty term, search the item number on www.whitneybros.com and review the INFO tab.

Conditions of Coverage

To qualify for warranty coverage, the product must:

- Be assembled, installed, used, and maintained according to Whitney Brothers® published instructions. Improper assembly (including failure to follow factory instructions) will void this warranty.
- Be used under normal conditions for its intended purpose in indoor educational or institutional settings.

Remedies

Whitney Brothers® sole obligation under this warranty is to repair or replace, at its discretion, any defective product or component that fails under normal use as a result of a defect in material or workmanship. Whitney Brothers® is not responsible for any other costs, including but not limited to labor, freight, or loss of use.

Disclaimer

This warranty applies only to the original purchasers who acquire new products from an authorized Whitney Brothers® dealer. Any implied warranties, including merchantability or fitness for a particular purpose, are disclaimed to the extent permitted by law.

How to Make a Claim

To file a warranty claim, please contact Whitney Brothers® Customer Service:

- Phone: 800-225-5381
- Email: info@whitneybros.com



PO Box 644

Keene, NH

03431

800-225-5381

Fax 603-357-1559

www.whitneybros.com



15-Year Limited Outdoor Furniture Warranty

Effective Date: August 15, 2025

Whitney Brothers®, located at 93 Railroad Street, Keene, NH 03431, USA, provides a non-transferable 15-year limited warranty to the original purchaser that the outdoor products it manufactures will be free from defects in materials and workmanship for a period of 15 years from the date of shipment.

What is Covered

This warranty applies only to outdoor furniture products manufactured by Whitney Brothers®. At its sole discretion during the warranty period, Whitney Brothers® will repair or replace any product, part, or component covered by this warranty that proves defective in material or workmanship under intended use.

What is Not Covered

- Normal wear and tear due to regular outdoor use over time that does not result from a defect in materials or workmanship. Examples include (but are not limited to):
 - Color fading or weathering of finishes due to sunlight, rain, or temperature changes
 - Minor surface scratches, dents, or abrasions from daily use
 - Normal loosening of hardware or joints that may require periodic tightening
 - Natural variations in material color or finish from exposure to the elements
 - Damage caused by misuse, abuse, neglect, accident, or improper application
- Products exposed to conditions beyond reasonable outdoor use, such as severe storms, floods, or prolonged submersion in water
- Any products that have been modified or repaired by parties unauthorized by Whitney Brothers®
- Commercial loss, inconvenience, or incidental/ consequential damages

Limited Warranty for Certain Components and Accessories

- Certain outdoor furniture components and accessories not manufactured by Whitney Brothers® may carry a limited warranty. This includes, but is not limited to:
 - Plastic or metal trays, bins, and tubs
- To find an item's warranty term, search the item number on www.whitneybros.com and review the INFO tab.

Conditions of Coverage

To qualify for warranty coverage, the product must:

- Be assembled, installed, used, and maintained according to Whitney Brothers® published instructions. Improper assembly (including failure to follow factory instructions) will void this warranty.
- Be used under normal conditions for its intended purpose in outdoor educational or institutional settings.

Remedies

Whitney Brothers® sole obligation under this warranty is to repair or replace, at its discretion, any defective product or component that fails under normal use as a result of a defect in material or workmanship. Whitney Brothers® is not responsible for any other costs, including but not limited to labor, freight, or loss of use.

Disclaimer

This warranty applies only to the original purchasers who acquire new products from an authorized Whitney Brothers® dealer. Any implied warranties, including merchantability or fitness for a particular purpose, are disclaimed to the extent permitted by law.

How to Make a Claim

To file a warranty claim, please contact Whitney Brothers® Customer Service:

- Phone: **800-225-5381**
- Email: info@whitneybros.com

