



1. HARTMAN STANDARD WARRANTY LENGTH & CONDITIONS

The condition of warranty is on a structural guarantee from date of delivery or collection, please see below the length of this structural guarantee for the different product ranges and the exclusions of cover.

Rattan -	3 years
Aluminium -	3 years
Cast Aluminium -	5 years
Standard Cushion Filling -	1 years
CloudCushion® -	3 years
Cushion Fabric Covers -	2 years
Furniture Covers -	1 years
Parasols & Pergolas -	1 years
ZonTex® -	5 years

2. HARTMAN 5 YEAR WARRANTY

Register your new set of garden furniture to be eligible for an extension to your warranty period up to a maximum of 5 years. Register your warranty online <https://crm.hartmanuk.co.uk/warranty/register>

All registrations must include a copy of your proof of purchase (receipt) in order to validate the purchase and warranty.

Hartman is willing to extend the guarantee against manufacturing defects in relation to the **frame only**, across the following product ranges, subject to any exclusions of cover identified in sections 3 & 4:

- Aluminium
- Rattan Weave

- Rope
- ZonTex®
- Prestige Collection

3. WARRANTY INFORMATION

- You must retain your proof of purchase (receipt) and registered your purchase to claim under warranty
- Warranty periods apply only to products purchased and delivered by an approved Hartman Outdoor Products UK Ltd [Hartman] approved stockist.
- Hartman warranty is nontransferable and valid from the date of delivery or collection
- The Extended Warranty period only applies to products purchased and delivered on or after 1st January 2025. For purchases made and delivered before 1st January 2025, our standard warranty periods apply, depending on the products purchased.
- Should you choose not to register your extended warranty within 28 days, the cover will revert to the standard warranty period detailed on the packaging and listed above.
- Any damaged or unsatisfactory products must be reported to the retailer from where you purchased the item from.
- Hartman reserves the rights to request photos or videos accurately depicting the problem to make a full diagnosis of the problem
- Appropriate maintenance must be carried out in accordance with Hartman aftercare leaflet. Hartman will not be responsible for any defects due to the application of any treatment product or maintenance, other than Hartman recommended products and processes.
- Hartman reserves the rights to offer a repair, or arrange for the unsatisfactory component of the furniture to be replaced where possible, before considering a refund
- If an item cannot be replaced with the same design or one that is similar, Hartman reserves the right to offer a partial refund instead of a replacement where product lines have been discontinued.
- The amount of any claim under this warranty shall be limited to the original purchase price paid for the unsatisfactory furniture or product.
- All personal data that we collect from you as part of the activation process will be used by Hartman Outdoor Products UK Ltd to maintain the validity of your guarantee. We may also use the details provided to email you about new products, discounts or Hartman events which we feel may interest you. We will not pass your details on to any third party for marketing purpose.
- For all warranty enquiries and claims please contact us via email info@hartmanuk.com

4. WARRANTY EXCLUSIONS

- Hartman warranty period does not cover accidental or intentional damage including improper maintenance and assembly.
- Any remedial work carried out by a third party will invalidate any warranty
- Warranties will be void in the event of damage from extreme weather conditions such as fire, flood and extreme wind
- The warranty period does not apply to usual wear and tear including scratches, pitting, scuffs, watermarks, tears, rusting of steel components or cracks and splits in wood due to dry weather conditions.
- Hartman supplies furniture for the intended use outdoors, natural discoloration and fading of the furniture is expected over time due to long periods of UV
- On occasion the paint work on aluminum furniture can be subject to oxidization, which is a natural process where the paint reacts to oxygen molecules in the air causing it to flake. This is not covered under warranty.
- Ex display products, second hand or when sold from an unofficial stockist whereas the product have been sold 'as seen' is not covered under the Hartman warranty
- In the event the product is being used outside of the UK and Ireland, Hartman reserves the right to decline any warranty claims that are not within the UK and Ireland territories.