



## Nature's Retreat™ Care Recommendation and Warranty

### Care and Maintenance Recommendation

This hardwood outdoor furniture collection from Thomasville® is made from FSC-certified\* Eucalyptus wood frames, which are treated with espresso-colored oil before leaving the factory. This oil penetrates some kinds of wood more deeply than others. Please remove any oily residue by gently wiping with a cloth before you use your new Nature's Retreat™ outdoor furniture.

Over time, your Nature's Retreat outdoor furniture will weather and become lighter in color revealing the wood's natural color and grain. Additionally, as wood is exposed to outdoor elements, its surface fibers will become abrasive. While minor scratches can be treated with the touch-up bottle of espresso-colored oil included with the furniture, we recommend performing maintenance after 3 months of exposure to the elements in order to keep the furniture in good condition. Follow the cleaning and application instructions provided by the manufacturer of the maintenance products you purchase. **Thomasville recommends cleaning and maintenance products made specifically for outdoor hardwood furniture by ScanCom. For more information on these products, including how to order, please call our toll-free number, 1-888-831-5313, or email us at [outdoor@thomasville.com](mailto:outdoor@thomasville.com).**

Wood is a natural material and will, over time and through the different seasons, contract and expand creating slight changes to the components. This could result in small cracks in the wood which are completely normal and not considered defects.

Some of the furniture in our Nature's Retreat collection features all-weather wicker and/or treated cushions. To clean, use a soft cloth, mild soap and water. Air dry. Do not machine wash or dry the cushions. Do not use bleach or strong solvents to clean any of your Nature's Retreat outdoor furniture, as it will harm the fabrics and the wood finish. Caution should be used when using oils, lotions and other chemicals, such as chlorine, or repeated exposure to extreme weather conditions (including heat), which may cause permanent discoloration of the fabric and/or wood finish. Caution should be used when using oils and lotions, as they can attract dirt which can harm your outdoor furniture's finish and fabrics. Please note that some food items will harm your outdoor furniture's finish and fabrics. Chemical spills and food spills should be removed immediately from your furniture. Store cushions in a clean, dry area of your home when not in use.

To maintain and protect your outdoor furniture, always cover it with an outdoor furniture cover. We recommend that you store your outdoor furniture inside when not in use. Do not store this product in centrally heated rooms. A cool, well-ventilated enclosure is the most suitable location for storing this product.

\*The Forest Stewardship Council (FSC) is a non-profit organization devoted to encouraging the responsible management of the world's forests.

### Manufacturer's Limited Warranty

Our Nature's Retreat™ outdoor furniture is warranted by the manufacturer to the original purchaser for a period of one (1) year from the date of purchase, when purchased at The Home Depot® or [homedepot.com](http://homedepot.com), against defects in workmanship and materials. If your Nature's Retreat outdoor furniture fails structurally during normal use within one year of purchase, the manufacturer will repair or replace the defective piece at its discretion (with the same or similar product if the original product is discontinued) at no charge. Cushion warranty: Cushions are warranted for the same (1) one-year period against seams separating or tearing.

Manufacturer's warranty excludes the following: Furniture damaged as a result of being dropped or other abuse or unreasonable use. Improper assembly, care, cleaning, maintenance or handling. Corrosion or rusting of hardware. Wood finish or fabric fading or discoloration as a result of exposure to the elements. Stains on wood resulting from chemical spills and certain food items, fluids and oils. Fabric fading and/or mildew/mold on fabric. Fabric discoloration or staining as a result of exposure to the elements, oils, spills, fluids, chemicals or certain food items. Scratches and chips resulting from normal wear and tear. Glass table top against breakage (use care when unpacking). Damage or performance failure due to exposure to water and freezing temperatures. Furniture sold as display model, clearance items or other as-is condition. Freight damage. Damage due to acts of nature, vandalism, fire, God or war. Use for/in commercial purposes. Independently purchased parts or replacement parts. Loss of time and/or inconvenience, money, travel packaging or any other consequential or incidental damages. In no event shall the manufacturer's responsibility exceed the value of the replacement product.

Freight: Shipping and handling charges are at all times the responsibility of the claimant. We do not ship our outdoor furniture outside the United States of America.

Warranty is to the original purchaser and is not transferable. Warranty covers only Nature's Retreat outdoor furniture from Thomasville purchased at The Home Depot stores and at [homedepot.com](http://homedepot.com).

All warranty claims must be submitted with a dated cash register receipt from The Home Depot within the warranty period. Should replacement of the warranted item be unavailable, the manufacturer reserves the right to substitute an item of its choice similar in style, color and quality. For quality control purposes and verification, we reserve the right to request photographs of the damaged item. The terms of this warranty are subject to change without notice.

To obtain warranty service, please contact Thomasville Furniture Industries toll-free at 1-888-831-5313 between the hours of 8:00 am and 5:00 pm EST, Monday through Friday, or email us at [outdoor@thomasville.com](mailto:outdoor@thomasville.com).