

**RATE OUTDOORS LLC  
OUTDOOR FURNITURE  
LIMITED WARRANTY  
AND CARE GUIDE**

Effective Date: May 11, 2026

**THIS IS A "LIMITED WARRANTY" UNDER THE MAGNUSON-MOSS WARRANTY ACT. This Limited Warranty applies only to Outdoor Furniture purchased directly from Rate Outdoors LLC. For Saunas, plunge pools, outdoor showers, and other Wellness Products, refer to that specific policy, not this Limited Warranty. This Limited Warranty is incorporated into Rate Outdoors LLC's *Terms of Sale* (Section 6B) and is subject to the limitations of liability in Section 14 of the Terms of Sale.**

**PART I — LIMITED WARRANTY**

**1. WHO IS COVERED**

This Limited Warranty (this "**Warranty**") is provided by Rate Outdoors LLC ("**Rate**," "**we**," "**us**") to the original consumer purchaser ("**you**," "**your**") of Outdoor Furniture (as defined in the Terms of Sale) purchased from a Rate website. This Warranty is non-transferable. If you sell, gift, or otherwise transfer the Outdoor Furniture to anyone else, this Warranty terminates and the new owner has no rights under this Warranty.

**2. WHAT IS COVERED**

Subject to the exclusions in Section 4, Rate warrants to you that, under normal residential use and proper care, your Outdoor Furniture will be free from material defects in materials and workmanship that exist at the time of delivery for the periods set out in Section 3.

**3. WARRANTY PERIODS**

Each warranty period begins on the date of delivery to you and runs for the period stated below. Different components have different warranty periods.

**3.1 Three (3) Years From the Date of Delivery — Frames and Structural Components.**

Frames, structural welds and joints, structural wood components (excluding the natural color and surface changes described in Section 4); and load-bearing structural elements.

**3.2 One (1) Year From the Date of Delivery — Cushions, Slings, Fabric, Rope, Hardware, Finishes, and Mechanical Components.**

Loose, semi-attached, and attached cushions; sling fabric or sling support; upholstery fabric; hardware (screws, bolts, brackets, fasteners); finishes (paint, powder coat, stain, sealant); mechanical components (recliners, gliders, swivels, hinges, locking mechanisms); and woven materials (wicker, rope, cane).

### **3.3 No Warranty — Consumables and Wear Items.**

The following are not covered by this Warranty under any warranty period: (a) light bulbs, batteries, and similar replaceable consumables; (b) ropes, cords, and webbing on swings, hammocks, and similar items, where intended for periodic replacement by the consumer; (c) umbrellas, canopies, covers, and similar fabric coverings sold separately or as accessories; and (d) any other consumable, wear, or replaceable item identified as such on the product page or in the user materials.

### **3.4 Where Warranty Periods Overlap.**

If the Outdoor Furniture or a component part could fall under more than one of the categories above, the shorter warranty period applies.

## **4. WHAT IS NOT COVERED**

This Warranty does not cover any of the following:

(a) **Normal wear and tear**, including scratches, dings, dents, scuffs, fading, surface changes, oxidation, and similar effects of ordinary outdoor residential use over time.

(b) **Natural surface and color changes in wood**, particularly in teak. Teak is a luxury hardwood that naturally weathers and grays over time when exposed to sun and outdoor conditions. This natural greying is an expected characteristic of teak — it is not a defect and is not covered by this Warranty.

(c) **Natural surface and color changes in other natural materials**, including woven natural fibers, rattan, and rope. Slow color change and surface variation in these materials is expected and is not a defect.

(d) **Fading and color change of fabric or cushions** from sun, UV, salt air, salt water, chlorinated water, snow, ice, freeze/thaw cycles, or other environmental exposure. Our fabrics are fade-resistant but not fade-proof, and outdoor fabric inevitably changes color over time.

(e) **Flattening, compression, or shape change of cushion fillings** due to use, weight, weather, or age, which is considered as normal wear.

(f) **Damage from improper assembly**, including assembly that does not follow the manufacturer's or Rate's instructions; assembly performed by anyone other than a person reasonably qualified to perform it; or failure to strictly follow the provided assembly instructions; or assembly using non-standard parts, hardware, or tools.

(g) **Damage from improper use**, including exceeding stated weight limits; using the Outdoor Furniture for purposes other than intended residential use; or using the Outdoor Furniture for commercial, rental, hospitality, contract, or non-residential purposes, unless the product is specifically noted as hospitality grade.

(h) **Damage from failure to follow care instructions**, including the care guidance in Part II of this document, the manufacturer's care instructions, or any care instructions on the product page.

(i) **Damage from environmental exposure**, including but not limited to severe weather, wind, hail, hurricane, fire, flood, earthquake, prolonged exposure to standing water, salt air, salt water, or chlorinated water, freeze/thaw cycles, or exposure to or storage in conditions that exceed typical residential use or that are inconsistent with the care instructions.

(j) **Damage from accident, abuse, vandalism, theft, or unauthorized modification.**

(k) **Damage caused by pets, pests, insects, or rodents.**

(l) **Damage from spills, stains, or use of inappropriate cleaning products**, including chemical cleaners, abrasive cleaners, bleach, or solvents not specifically authorized in the care instructions.

(m) **Cosmetic variations inherent in natural materials**, including wood grain variations, knots, color variations, fabric weave variations, marble veining, and other natural characteristics that are not defects.

(n) Outdoor **Furniture that has been resold, transferred, gifted, or relocated** from the original delivery address.

(o) **Modifications, repairs, or alterations not authorized by Rate in writing.**

(p) Outdoor **Furniture used outside the United States** (this Warranty is valid only for Outdoor Furniture used at residential addresses in the United States).

(q) **Damage caused by transit, delivery, or installation**, which is addressed under Sections 4.7 through 4.9 of the Terms of Sale rather than this Warranty.

(r) Risks inherent in Outdoor Furniture use, including instability on uneven surfaces, falls, pinch points, structural failure due to improper care and maintenance, including rust, rot, mold, or mildew, tipping due to improper placement or loading, or failure resulting from conditions outside of typical residential use.

## **5. WHAT RATE WILL DO**

**5.1 Rate's Sole Obligation.** If a covered defect appears during the applicable warranty period, your sole and exclusive remedy under this Warranty is, at Rate's option, to:

(a) repair the defective Outdoor Furniture or component;

(b) replace the defective Outdoor Furniture or component with a comparable item (which may not be identical if the original is no longer manufactured or available); or

(c) refund the original purchase price of the defective Outdoor Furniture or component.

Any repair, replacement, or refund provided under this Warranty is made as a good will customer service measure and does not constitute an admission of defect, liability, or fault.

**5.2 Costs Not Covered by Rate.** Unless Rate elects otherwise in writing, Rate's obligation under this Warranty does not include and does not cover: (a) labor for removal, disassembly, reassembly, or reinstallation; (b) freight, shipping, or delivery costs; (c) costs of accessing the Outdoor Furniture or the location where the Outdoor Furniture is installed; (d) any incidental, consequential, or other indirect costs; or (e) any costs related to lost use, lost time, or substitute furniture.

## **6. HOW TO MAKE A WARRANTY CLAIM**

**6.1 Notify Rate Promptly.** If you discover a defect that you believe is covered by this Warranty, you must notify Rate promptly, and in any event within thirty (30) days of discovery and within the applicable warranty period, by sending an email to the address in Section 11. Claims submitted after the warranty period has expired, or more than 30 days after discovery, will not be honored.

**6.2 Required Information.** Your claim must include all of the following:

- (a) your full name and the address where the Outdoor Furniture is located;
- (b) your order number from the original Rate order confirmation;
- (c) the delivery date of the Outdoor Furniture;
- (d) clear, well-lit photographs of the defect (including the overall Outdoor Furniture and a close-up of the affected area);
- (e) a written description of the defect, including when you first noticed it; and
- (f) any additional documentation Rate reasonably requests to evaluate the claim.

**RATE RESERVES THE RIGHT TO REFUSE OR CLOSE ANY WARRANTY CLAIM THAT DOES NOT INCLUDE THE INFORMATION ABOVE.**

**6.3 Inspection.** Rate may, at its option, require a physical inspection of the Outdoor Furniture (in person, by photograph, or by video) to evaluate the claim. You agree to reasonably cooperate with any inspection request.

**6.4 Determination.** Rate's determination of whether a claim is covered, and of the appropriate remedy under Section 5, is final and binding, subject only to your rights under applicable consumer protection laws and the dispute-resolution procedures in Section 18 of the Terms of Sale.

## **7. DISCLAIMERS AND LIMITATIONS**

**7.1 Disclaimer of Implied Warranties.** **TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, RATE DISCLAIMS ALL IMPLIED WARRANTIES WITH RESPECT TO**

**OUTDOOR FURNITURE, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, AND NON-INFRINGEMENT. SOME STATES DO NOT ALLOW THE DISCLAIMER OF CERTAIN IMPLIED WARRANTIES, SO THIS DISCLAIMER MAY NOT APPLY TO YOU IN FULL. TO THE EXTENT ANY IMPLIED WARRANTY CANNOT BE DISCLAIMED UNDER APPLICABLE LAW, THAT IMPLIED WARRANTY IS LIMITED IN DURATION TO THE DURATION OF THE EXPRESS WARRANTY PERIOD IN SECTION 3 FOR THE AFFECTED COMPONENT, OR THE SHORTEST PERIOD PERMITTED BY APPLICABLE LAW, WHICHEVER IS LONGER.**

**7.2 Limitation of Liability.** This Warranty is subject to the limitations of liability in Section 14 of the Terms of Sale, including the exclusion of indirect, incidental, special, consequential, exemplary, and punitive damages and the cap on aggregate liability. **TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, RATE'S TOTAL LIABILITY UNDER THIS WARRANTY FOR ANY DEFECTIVE PRODUCT WILL NOT EXCEED THE ORIGINAL PURCHASE PRICE YOU PAID TO RATE FOR THE AFFECTED PRODUCT OR COMPONENT.**

**7.3 No Other Warranties.** This Warranty is the only warranty Rate provides for Outdoor Furniture and supersedes any prior or contemporaneous statement or representation by any Rate employee, agent, marketing material, or third party. Product descriptions, images, and marketing materials are for general informational purposes and do not constitute warranties or guarantees of performance or safety. Actual Outdoor Furniture images may vary from images displayed on the Site due to monitor settings, lighting, manufacturing variation, or photographic limitations.**8. YOUR OTHER LEGAL RIGHTS**

Some states do not allow limitations on how long an implied warranty lasts, or the exclusion or limitation of incidental or consequential damages, so the limitations and exclusions in this Warranty may not apply to you in full. This Warranty gives you specific legal rights, and you may also have other rights that vary from state to state.

## **9. STATE VARIATIONS AND NON-WAIVABLE RIGHTS**

Nothing in this Warranty is intended to waive any right that cannot be waived under applicable consumer protection law. Where any provision of this Warranty is restricted or unenforceable by applicable consumer protection law (including the Magnuson-Moss Warranty Act, the California Consumers Legal Remedies Act, the New York General Business Law § 349, the Massachusetts Consumer Protection Act (M.G.L. c. 93A), and similar laws of other states), that provision is modified only to the minimum extent required by such law, and the remainder of this Warranty remains in effect.

## **10. DISPUTE RESOLUTION**

Any dispute arising under or relating to this Warranty is governed by the dispute resolution procedures in Section 18 of the Terms of Sale, including the requirement to provide a Notice of Dispute, the 60-day informal resolution period, binding individual arbitration, the class action waiver, the jury waiver, the one-year limitations period, and the other terms set forth in that

Section. Magnuson-Moss-eligible disputes may be brought in court as required by 15 U.S.C. § 2310, but only in accordance with that statute and applicable FTC rules.

## 11. CONTACT

To submit a warranty claim or ask questions about this Warranty:

### Rate Outdoors LLC

**Customer Service Phone:** 773-435-7596

**Customer Service Email:** [support@rateoutdoors.com](mailto:support@rateoutdoors.com)

## PART II — CARE GUIDE

*(Customer guidance — not part of the Limited Warranty obligations)*

### CARING FOR YOUR RATE OUTDOORS FURNITURE

We are thrilled that you have chosen Rate Outdoors furniture for your outdoor space. The care guidance below will help you get the longest, best-looking life out of your furniture. **Following these care instructions is also important to maintaining your warranty coverage — failure to follow care instructions may void your Warranty under Section 4(h).**

#### General Storage and Protection

Outdoor Furniture will last longer when stored under a covered roof or in a sheltered area when not in use, particularly during severe weather. We understand that's not always practical for every piece. For that reason, we use the best outdoor-friendly materials so your Outdoor Furniture is built to live outside. When severe weather is expected, we recommend bringing cushions and any removable elements indoors or to a covered location, and covering or storing the Outdoor Furniture itself if possible.

#### Teak Wood

Teak is a luxury hardwood that is naturally durable and weather-resistant. When exposed to sun and outdoor conditions over time, teak naturally weathers and grays to a soft, silver-gray hue. *This natural greying is expected and is a beautiful characteristic of teak — it is not a defect.* If you prefer to maintain teak's original honey-brown color, you can apply a teak sealer or teak oil at the start of each outdoor season. To clean teak, use a soft brush and mild soap with water; rinse and air dry. Avoid pressure washers and harsh chemical cleaners.

#### Aluminum

Aluminum frames are lightweight, rust-resistant, and very durable. To clean, wipe with a damp cloth and mild soap; rinse with water and dry. Avoid abrasive cleaners and steel wool, which can scratch the powder coat finish.

### **Woven Materials (Wicker, Rattan, Rope, Natural Fibers)**

Woven materials, particularly natural fibers, will undergo a slow color change over time as a normal feature of the material. To clean, brush off loose dirt and wipe with a damp cloth and mild soap. Avoid soaking woven materials in water or using a pressure washer.

### **Cushions and Fabric**

Our outdoor fabrics are water-resistant and fade-resistant — but they are not water-proof or fade-proof. To extend the life of cushions:

- Store cushions in a covered location when not in use, especially when rain or inclement weather is expected.
- If cushions get wet, tip them on their side to drain, then allow them to dry in sunlight before storing.
- To spot-clean fabric, use a damp cloth with very light, mild detergent. Rinse with clean water and air dry. Do not use bleach, abrasive cleaners, or solvents.
- Avoid prolonged direct sunlight when possible to slow fading.
- Cushions stored damp or wet may develop mildew, which is not covered by the Warranty.

### **Table Tops and Hard Surfaces**

Clean table tops with a damp cloth and mild soap. Do not use chemical cleaning products, abrasive cleaners, or solvents — these can damage the finish. For glass tops, use a glass-safe cleaner. For stone or marble tops, use a stone-safe cleaner and avoid acidic cleaners.

### **Hardware and Mechanical Components**

Periodically check screws, bolts, and connecting hardware and tighten as needed. For mechanical components (recliners, gliders, swivels), follow the manufacturer's lubrication and maintenance guidance, where provided. Hardware that has rusted because of prolonged moisture exposure (e.g., Outdoor Furniture stored without cover in heavy rain or snow) is not a manufacturing defect.

### **Safe Use**

Always place Outdoor Furniture on stable, level surfaces. Do not stand or jump on Outdoor Furniture and use only for its intended purpose. Failure to follow these warnings may result in injury or damage and voids your Warranty under Section 4(g).

Following these care guidelines will help keep your Rate Outdoors furniture looking and performing its best for many years. If you have any questions about caring for a specific piece, please contact us at the address in Section 11.

— END OF FURNITURE LIMITED WARRANTY AND CARE GUIDE —