

# *Loom Crafts*

LUXURY OUTDOOR FURNITURE

Timeless Elegance, Lifetime Assurance





## Welcome to Loom Crafts – Where Elegance Meets Endurance

At Loom Crafts, we are not just crafting furniture; we are creating lasting impressions for your outdoor spaces. For over 19 years, our commitment to excellence has been unwavering, and our dedication to sustainability and craftsmanship continues to guide our journey.

### **Craftsmanship Rooted in Tradition**

Our furniture is more than just a product; it's a passion turned into a piece of art, designed to enrich your life. Each piece embodies the best of modern design merged with timeless techniques, ensuring that every chair, table, and sofa not only looks exquisite but stands the test of time.

### **Sustainability at Our Core**

We believe in the responsibility of crafting products that not only enhance your home but also protect our planet. Our materials are sourced responsibly, and our processes are designed to minimize environmental impact, reflecting our commitment to sustainable practices.

### **A Promise of Quality**

Our new warranty terms reflect our confidence in our furniture's durability and your investment's value. With our expanded lifetime warranty on Synthetic Wicker and Braid & Rope furniture, and robust coverage for our Teak Wood & Metal collections, we promise not just quality but assurance that spans a lifetime.

### **Your Satisfaction, Our Legacy**

At Loom Crafts, your satisfaction is the cornerstone of our business. Each piece of furniture is a commitment to you, your comfort, and your style. As you turn the pages of this brochure, discover how our warranties protect your peace of mind and how our furniture can transform your spaces.

**Welcome to a lifetime of elegance and endurance.**



## Synthetic Wicker Outdoor Furniture Lifetime Warranty

### Coverage:

- Lifetime Warranty:** Loom Crafts warrants to the original purchaser that, for the lifetime of the furniture from the date of purchase, the synthetic wicker components will be free from material manufacturing defects. The term "lifetime" is defined as the period during which the furniture is usable for its intended purpose while owned by the original purchaser under normal use and conditions.
- Included:** This warranty covers breakage, unravelling, and severe discoloration of the synthetic wicker material under normal use and exposure conditions.

### Exclusions:

- Natural Wear and Tear:** Fading, minor discoloration, and normal wear and tear over time are not covered by this warranty.
- Improper Use:** Damage resulting from improper use, abuse, neglect, alterations, or modifications will void this warranty.
- Environmental Damage:** Damage caused by environmental conditions such as extreme weather, hurricanes, tornadoes, and other acts of nature is not covered.

### Care and Maintenance:

- Routine Cleaning:** Regular cleaning with mild soap and water to remove dirt and environmental debris is recommended. Rinse thoroughly to minimize buildup in the weave.
- Proper Storage:** During harsh weather conditions, or when not in use for extended periods, store the furniture indoors or cover it adequately to protect from weathering and environmental damage.

### Claims Process:

- Documentation Required:** Proof of purchase is required to validate a warranty claim.
- Assessment and Repair/Replace:** Upon a valid warranty claim, Loom Crafts reserves the right to repair or replace the defective part or item. If the original model is not available, a similar model or value will be offered.
- Shipping Costs:** Customers may be responsible for shipping costs associated with returning the furniture for warranty service.

### Legal Rights:

- This warranty gives you specific legal rights, and you may also have other rights which vary from jurisdiction to jurisdiction.



## Synthetic Braid & Rope Furniture Lifetime Warranty

### Coverage:

•**Lifetime Warranty:** Loom Crafts provides a lifetime warranty to the original purchaser that the synthetic braid and rope components of our furniture will be free from manufacturing defects in materials and workmanship for the lifetime of the product. The term "lifetime" is defined as the period during which the furniture is usable for its intended purpose while owned by the original purchaser under normal use and conditions.

•**Included:** This warranty specifically covers failures of the braid and rope materials such as unravelling, severe fraying, and structural breakage under normal usage conditions.

### Exclusions:

•**Natural Wear and Tear:** Normal wear and tear, including minor fraying and discoloration over time, is not covered.

•**Improper Use and Maintenance:** Damage resulting from misuse, improper maintenance, alterations, or exposure to harsh chemicals or cleaning agents will void this warranty.

•**Environmental Damage:** Damage caused by environmental conditions such as hurricanes, floods, earthquakes, and other extreme weather conditions is not covered.

### Care and Maintenance:

•**Routine Cleaning:** Regular cleaning with mild soap and water to remove dirt and prevent buildup is essential. Ensure that the furniture is dried thoroughly after washing to prevent mold and mildew.

•**Proper Storage:** It is recommended to store the furniture indoors or protect it with a suitable cover during off-seasons or prolonged periods of non-use to prevent damage from environmental exposure.

### Claims Process:

•**Documentation:** A proof of purchase is required for all warranty claims to confirm eligibility.

•**Warranty Service:** If a claim is validated, Loom Crafts will either repair or replace the defective component. If the exact product is not available, an equivalent product or part will be provided.

•**Shipping and Handling:** Customers may need to cover any shipping or handling costs associated with the repair or replacement of items under warranty.

### Legal Rights:

•The above warranty terms offer specific legal rights, and you may have other rights, which vary from state to state or by country.



## Teak Wood Furniture Lifetime Warranty

### Coverage:

- Lifetime Warranty:** Loom Crafts extends a lifetime warranty to the original purchaser that our teak wood furniture will be free from manufacturing defects in materials and workmanship for the lifetime of the product under normal use and conditions. The "lifetime" refers to the duration the furniture is usable for its intended purpose by the original purchaser.
- Included:** This warranty covers structural failures, wood rot, and insect damage.

### Exclusions:

- Natural Weathering:** The natural weathering of wood including changes in colour, gradual wear, and surface cracks is not covered under this warranty.
- Improper Maintenance:** Damage resulting from inadequate maintenance, such as failing to apply teak oil periodically, is not covered.
- Improper Use:** Damage from misuse, abuse, or placing the furniture in inappropriate locations that lead to accelerated degradation (like direct placement on soil or grass) is excluded.
- Commercial Use:** Warranty coverage is limited to residential use only, unless specifically agreed upon in writing for commercial use.

### Care and Maintenance:

- Routine Care:** Regular cleaning and periodic oiling with teak-specific products are required to maintain the appearance and durability of the furniture. Failing to maintain the furniture as recommended can void this warranty.
- Storage:** Store indoors or cover during extreme weather to prevent excessive weathering and moisture exposure, which can lead to faster degradation.

### Claims Process:

- Proof of Purchase:** A valid receipt or proof of purchase is required for all warranty claims.
- Assessment and Resolution:** In the event of a defect, Loom Crafts will either repair the defective furniture or replace it with a similar or the same model, subject to availability.
- Costs:** The customer may be responsible for shipping costs associated with returning the product for service.

### Legal Rights:

- This warranty gives you specific legal rights, and you may also have other rights which vary from region to region.





## Umbrella Warranty

### Coverage:

- Limited Warranty Duration:** Loom Crafts provides a limited warranty for umbrellas to the original purchaser for a period of 10 years from the date of purchase, covering manufacturing defects in material and workmanship under normal use and service conditions.
- Included:** This warranty specifically covers the frame structure and the integrity of the fabric against tearing and colour fading.

### Exclusions:

- Natural Wear and Tear:** Minor fading and discoloration over time due to exposure to the elements.
- Improper Use:** Damage resulting from misuse, abuse, neglect, or accidents.
- Weather Damage:** Damage caused by high winds, heavy rain, or other severe weather conditions is not covered.
- Improper Storage:** Damage resulting from failure to close or properly secure the umbrella in adverse weather conditions.

### Care and Maintenance:

- Routine Care:** Regular cleaning of the fabric and frame is recommended to maintain the appearance and functionality of the umbrella.
- Proper Handling:** Always retract the umbrella in high winds and severe weather. Ensure that the umbrella is secured properly when in use to prevent damage.
- Storage:** During prolonged periods of non-use or during the off-season, store the umbrella in a closed and secure manner to prevent damage and wear.

### Claims Process:

- Proof of Purchase:** The original purchase receipt is required to validate the warranty and must be presented at the time of claim.
- Service and Repair:** Loom Crafts will repair or replace any umbrella found to be defective within the warranty period. Decisions regarding repair or replacement will be at the discretion of Loom Crafts.
- Shipping and Handling Costs:** The customer may be responsible for any shipping and handling costs associated with the warranty service.

### Legal Rights:

- This warranty gives you specific legal rights, and you may also have other rights which vary from region to region.



## Cushion Warranty with Agora Fabric

### Coverage:

- Warranty Duration:** Loom Crafts provides a 5-year limited warranty to the original purchaser for cushions made with Agora fabric, covering manufacturing defects in material and workmanship under normal use and service conditions.
- Included:** This warranty specifically covers the fabric against severe fading, tearing, and structural breakdown of the material.

### Exclusions:

- Natural Wear and Tear:** Minor fading and discoloration over time due to exposure to the elements which do not affect the functional integrity of the fabric.
- Improper Use:** Damage resulting from misuse, abuse, improper cleaning methods, or exposure to harsh chemicals.
- Foam and Other Materials:** The cushion foam is not covered under this warranty. Other materials such as zippers and stitching are excluded after the first year.

### Care and Maintenance:

- Routine Cleaning:** Regular cleaning is recommended using mild soap and cool water. Avoid harsh cleaners and scrubbing which can damage the fabric's surface.
- Proper Storage:** Cushions should be stored in a dry environment when not in use for extended periods to prevent mold and mildew growth.

### Claims Process:

- Proof of Purchase:** The original purchase receipt is required to validate the warranty and must be presented at the time of the claim.
- Service and Repair:** Should a defect arise, Loom Crafts will repair or replace the cushion fabric. Decisions regarding the method of resolution will be at the discretion of Loom Crafts.
- Shipping and Handling Costs:** The customer may be responsible for any shipping and handling costs associated with the warranty service.

### Legal Rights:

- This warranty gives you specific legal rights, and you may also have other rights which vary from region to region.



## Glass Top Warranty

### Coverage:

- Warranty Duration:** Loom Crafts does not offer a warranty on glass tops due to their vulnerability to damage under various conditions.
- Included:** This warranty exclusion covers all types of breakage, scratching, and thermal shock damage that can occur during use.

### Exclusions:

- All Damages:** Any and all damages to glass tops are excluded from warranty coverage. This includes breakage from impacts, scratches from usage, and damage from thermal shock due to exposure to high temperatures.
- Improper Use:** Damage resulting from misuse, such as placing hot items directly on the glass or using the glass inappropriately, is not covered.
- Environmental Damage:** Damages caused by environmental conditions, including but not limited to temperature extremes or improper storage, are not covered.

### Care and Handling Instructions:

- Usage:** Clients are advised to remove the glass top when not in use or protect it with a suitable cover to avoid thermal damage.
- Maintenance:** Regular cleaning with appropriate glass cleaning solutions is recommended to maintain clarity and prevent staining.
- Storage:** During periods of non-use, especially outdoors, the glass should be stored upright and covered or removed to prevent damage.

### Claims and Handling:

- No Claims:** Since there is no warranty coverage for glass tops, claims related to glass top damage will not be processed under warranty conditions.
- Customer Responsibilities:** It is the customer's responsibility to handle and maintain the glass top with care to prevent any form of damage.

### Legal Rights:

- The exclusion of warranty for glass tops does not affect other legal rights the purchaser may have under the law.





## Your Trust, Our Assurance

Thank you for choosing Loom Crafts for your outdoor furnishing needs. We understand that selecting the right furniture is not just about style and comfort; it's about trusting that your investment will endure. Our enhanced warranty is our pledge to you—a testament to our confidence in the quality and durability of our products.

### **Dedicated Customer Support**

Should you need assistance or have any questions regarding our products or warranty terms, our dedicated customer service team is just a call or click away. We are committed to providing you with prompt and courteous service, ensuring that your experience with Loom Crafts is as exceptional as our furniture.

### **Stay Connected**

We invite you to join our community of satisfied customers. Follow us on Instagram, Facebook, and LinkedIn for the latest updates, styling tips, and exclusive offers. Your feedback enriches our community and inspires our designs.

### **Looking Forward**

As you enjoy your Loom Crafts furniture, remember that we are always here to support you. Whether it's maintaining the beauty of your pieces or ensuring their longevity, consider us your lifelong partners in comfort and style.

### **Contact Us**

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Together, let's create spaces that not only look remarkable but also stand the test of time.