



## Alexander Rose Warranty, Care & Maintenance

### Portofino

Products in this sought-after range are made from steel which has been finely powder coated as part of a dip coating process, also known as CDC.

Essentially, this means that you can be confident that it won't rust. We can vouch for its durability with a 2 year warranty.

Cushion shades within the Portofino range can be matched with our parasols, so you can create a perfectly matching outdoor space.

### Maintenance

Portofino furniture requires minimal maintenance. The furniture can be cleaned using a wide nozzle hose from approximately 1 metre distance.

Cushions can be cleaned using a warm water soap solution. We recommend that these are stored in one of our cushion bags when not in use.

### Cushion/Weave Warranty - 2 Year

### Frame Warranty - 5 Years

- This Warranty covers the frame & integrity of the set once used for it's intended purpose.
- All sets must be assembled as per Assembly Instructions.
- Regular maintenance & upkeep should be carried out for all sets.
- It is highly recommended to cover your set when not in use to guarantee quality and longevity of the product.
- Follow any & all guidelines re Care & Maintenance in assembly instructions.
- Any issues with your set from manufacturing or transport should be reported to us as soon as possible at [support@outdoorliving.ie](mailto:support@outdoorliving.ie).
- The Warranty does not apply to glass, or cushion stains/water damage where cushions have not been stored correctly when not in use.

## Timber Treatments

Over time, as part of the natural weathering process, cracks and splits will appear in the wood, particularly on the end grain and to a lesser extent on the surface.

The drier the wood, the more cracks will appear due to the evaporation of natural oils and minerals from exposure to the elements. As with most hardwoods, this is a normal characteristic for any timber which remains outdoors.

Alexander Rose's timber furniture is designed with this in mind and its strength and durability will remain unaffected. Wooden furniture can be treated with wood treatments available online.

## Fabric Treatments

To keep your cushions looking their best, clean regularly using a Fabric Cleaner. Dampen the fabric, spray the cleaner onto the affected area and leave for 3-10 minutes, allowing it to work its magic. Rinse with clean water and allow to dry. Add a layer of protection once dried, using the Fabric Shield.

This adds a layer of water resistance and helps to prevent stains

## Cushion Cleaning Tips

1. Brush off any loose dirt.
2. Spray the area with our Fabric Cleaner and leave for 10 minutes.
3. Work the solution into the fabric with a damp cloth.
4. Rinse away with cold water.
5. Allow the fabric to air dry.
6. Spray the cushion with our Fabric Protector to prevent future staining and to add a layer of water resistance.

Do not dry clean, iron, steam iron or tumble dry cushions.

Do not use bleach or strong detergents

## Domestic Warranty

Timber		Weave	
Albany	5 Years	Cushions	2 Years
Bolney	5 Years	Hazlemere	3 Years
Cornis	3 Years	Monte Carlo	3 Years
New England	3 Years	Ocean Pearl	10 Years
Oak (Indoor)	3 Years	San Marino	10 Years
Old England	3 Years		
Pine	3 Years	Metal	
Roble	10 Years	Beach	5 Years
Sherwood	3 Years	Cordial	5 Years
Teak	10 Years	Cordial Luxe	5 Years
		Cushions	2 Years
Accessories		Pembroke	3 Years
Bases	2 Years	Portofino	5 Years
Cushions	2 Years	Rimini	5 Years
Furniture Anchors	2 Years	Verona	3 Years
Furniture Covers	2 Years		
Parasols	2 Years		

## Commercial Warranty

Timber		Weave	
Albany	2 Years	Cushions	1 Years
Bolney	2 Years	Hazlemere	2 Years
Cornis	2 Years	Monte Carlo	2 Years
New England	2 Years	Ocean Pearl	5 Years
Oak (Indoor)	2 Years	San Marino	5 Years
Old England	2 Years		
Pine	2 Years	Metal	
Roble	5 Years	Beach	2 Years
Sherwood	2 Years	Cordial	2 Years
Teak	5 Years	Cordial Luxe	2 Years
		Cushions	1 Years
Accessories		Pembroke	2 Years
Bases	1 Years	Portofino	2 Years
Cushions	1 Years	Rimini	2 Years
Furniture Anchors	1 Years	Verona	2 Years
Furniture Covers	1 Years		
Parasols	1 Years		

## **Terms & Conditions**

- 1.** The warranty starts from the date of receiving the goods.
- 2.** Alexander Rose requires proof of purchase in order to make a claim. For queries and claims regarding your warranty, please contact us via email at [customerservices@alexander-rose.co.uk](mailto:customerservices@alexander-rose.co.uk)
- 3.** Alexander Rose must be notified of any defect and given the opportunity to remedy it; any remedial work carried out by a third party will invalidate any warranty.
- 4.** The product has not been misused or handled carelessly and has not been wilfully damaged or used in abnormal conditions.
- 5.** Direct delivery of bulky items will be handled by Alexander Rose couriers only. Customers who insist on using their own couriers may do so at their own risk. Alexander Rose will not accept responsibility for items damaged in transit by any other couriers.
- 6.** The product has not been modified, altered or transformed in any way and repairs have not been attempted in any way in contrast to Alexander Rose advice.
- 7.** Appropriate maintenance must be carried out in accordance with Alexander Rose care instructions. Alexander Rose will not be responsible for any defects due to the application of any treatment product other than Alexander Rose recommended products.
- 8.** The warranty does not apply to usual wear and tear, meaning dents or scratches or normal deterioration that occurs through regular use. It does not cover any deterioration due to the usual weathering process such as fading, cracking and splitting.
- 9.** If a product has to be replaced and that particular product is no longer available, Alexander Rose reserve the right to use an alternative similar product.
- 10.** The cost of transportation of goods to be repaired or exchanged is covered for Mainland UK only and only for the first year. Outside of these time constraints the transportation costs to the Alexander Rose Head Office are the responsibility of the consumer, unless otherwise agreed.
- 11.** The inherent fading of fabric products under sunlight and seasonal weather conditions is excluded from the extended warranty, and is covered with a standard 2 year warranty.