



# 10 YEAR PROMISE

## OUTDURA FABRICS WARRANTY

### Warranty for Outdura® Fabric

The Outdura® limited warranty is provided by Sattler Corp. and covers all Outdura® fabric becoming unserviceable as a result of loss of color or strength from normal exposure conditions, including sunlight, mildew, rot and atmospheric chemicals, if the fabric has been properly installed, cleaned, utilized and maintained. For cleaning instructions, please visit this website: <https://outdura.sattler.com>. The limited warranty does not cover pilling or abrasion, normal wear and tear, including fading or stretching that does not rise to the level of a complete loss of color or strength, nor does it cover labor and installation supplied by the dealer.

The warranty also does not apply against deterioration of any kind due to abusive use, improper installation, accidental burns, negligence, vandalism, perforations or acts of God.

Outdura® fabric is normally a component of an end product, such as a cushion or umbrella, etc. (an "End Product"). This limited warranty is extended solely to the original purchaser of the Outdura® fabric and covers only the Outdura® fabric included in the End Product and does not cover the cushion, sewing, frame or any other parts of the End Product not manufactured by Outdura®.

### Warranty coverage period and Outdura® responsibility

The limited warranty lasts 10 years from date of original purchase. During the first 8 years after the date of purchase, Sattler Corp. will replace fabric found by

Sattler Corp. to not comply with the warranty, free of charge. For valid warranty claims made more than 8 years after the purchase, Sattler Corp. will replace the fabric but the original purchaser receiving the fabric must pay Sattler Corp. [30% of the then-current price of the fabric if replaced in the 9th year after purchase or 15% of the then-current price of the fabric if replaced in the 10th year after purchase]. In case that the original material is not available any more, a corresponding replacement product can be selected from the range in place. If Sattler Corp. repairs or replaces any fabric, the original warranty period will not be extended.

### Getting Service

Consumers should call the dealer, retailer or manufacturer from whom the End Product was purchased so the fabric can be inspected. The dealer, retailer or manufacturer will contact Sattler Corp. to secure replacement fabric. Dealers, retailers and manufacturers should contact their Outdura® sales or customer service representative for warranty claims.

### Making a Claim

The warranty is valid only if accompanied by a copy of the bill of sale or other proof of purchase for the item purchased plus a sample of the fabric.

### State Law

The Outdura® warranty gives customers specific legal rights and customers may also have other rights, which vary from state to state.



[outdura.com](https://outdura.com)

  
**outdura**®

Life-Friendly Outdoor Fabric

866-OUTDURA (688-3872)

[sales-usa@sattler.com](mailto:sales-usa@sattler.com)

447 Main Street, Hudson, NC 28638 USA