

Cane-Line 2 year warranty

Cane-Line a/s manufacturers with more than 25 years of experience, innovative, functional, design furniture, thoroughly developed, processed and produced in certified and controlled production facilities. Cane-lines quality is today widely recognized through out the world among professionals, specifiers and private consumers.

As part of the stringent Cane-Line production principles, Cane-line only uses the finest and best suited materials in it´s production at any point of time and is certified both according ISO 14001(environment) and SA8000 (social responsibility) standards - ensuring both an environmentally friendly production process and the best possible socially responsible working conditions for every employee and sub contractor involved.

Warranty and quality:

Cane-Line warrants it´s products against defects in materials and workmanship in the following way;

For Residential use.

2 year warranty: Cane-line offers a 2 year warranty on all frames and 2 years on all fibers, tabletops (excluding glass), against any manufacturing defect, which affects their suitability for use. Parasols, glass tops and accessories including but limited to, cushions, covers are warranted with 1 year. All warranties are from the date of purchase. The warranty applies to normal conditions of use, maintenance and storage and does not apply to faults or imperfections caused by misuse, alterations, accidents, negligence, the passing of time or normal wear and tear. Circumstances not covered by this warranty, but not limited to are, scratches or marks resulting from use, shade of colours, small cracks in fiber concrete tops etc.. The warranty is limited to the repair or replacement of those products or parts of products, which Cane-line accepts to be defectively manufactured during the warranty period, at no cost to the customer. Should a product have been discontinued, Cane-line will replace with a similar and comparable product.

Original invoice and receipt of purchase with clearly displayed purchase date accompanied with proper photo documentation, is required in order to treat any claim for warranty. Any claim must be submitted through the original reseller.

For Contract use.

2 year warranty: Cane-line offers a 2 year warranty on all frames and 2 years on all fibers, tabletops (excluding glass), against any manufacturing defect, which affects their suitability for use. Parasols and glass and accessories are warranted with 1 year. All warranties are from the date of purchase. The warranty applies to normal conditions of use, maintenance and storage and does not apply to faults or imperfections caused by misuse, alterations, accident, negligence, the passing of time or normal wear and tear. Circumstances not covered by this warranty, but not limited to are, scratches or marks resulting from use, shade of colours, small cracks in fiber concrete tops etc.. The warranty is limited to the repair or replacement of those products or parts of products, which Cane-line accepts to be defectively manufactured during the warranty period, at no cost to the customer. Should a product have been discontinued, Cane-line will replace with a similar and comparable product.

Original invoice and receipt of purchase with clearly displayed purchase date is required in order to treat any claim for warranty. Any claim must be submitted through the original reseller.

In general.

Cane-line Parasols and Pavilions are produced and tested according to normal average weather conditions, however only products that has been securely fastend to an appropriate base will be warranted. Cane-line parasols and Pavilions are therefore not warranted against unusual forces of nature like, but not limited, to sudden winds, cloudburst nor to improper handling or use. Cane-line does not recommend to use parasols or pavilions in windy weather conditions.

In case of any furter questions or need for information, please feel free to contact Cane-line after-sale services at +45 6615 4560 or at info@cane-line.com.