
WARRANTY

Proper maintenance is required to maintain warranty eligibility. Failure to perform routine care may void coverage.

Coverage

Frames – 3 years

Includes aluminum, stainless steel, teak, and synthetic woven frames

- Excludes: Discoloration, fading, painted decoration, or coating failure that results from improper use

Fabric and Cushions – 1 year

Covers tearing, abnormal fading, and foam failure

- Excludes: Normal wear and cushion compression

Terms

- Valid from date of shipment; original purchaser only
- DANA O's liability is limited to the original purchase price
- Photos or inspection may be required to evaluate claims

Not Covered

- Misuse, abuse, neglect
- Unauthorized modifications
- COM (Customer's Own Material) items
- Damage from excessive wind, freeze, or improper storage
- Packaging or shipping costs unless pre-approved

How to File a Claim

1. Email photos and a written description to your DANA O representative. If you are unable to reach your DANA O representative, please direct warranty emails to warranty@danaoliving.com.

- Subject line: Attention DANA O Warranty Department
- Include PO number and order date.

2. Do not return product without written approval

3. If approved, an RA number and return instructions will be issued.

DANA O furniture is crafted for long-term use in hospitality, contract, and residential applications. Proper care and seasonal maintenance is necessary to maintain product longevity.