



## Hanover Outdoor Rugs



### **IMPORTANT**

If you have any problems with this product, please

**DO NOT RETURN THIS ITEM**

To the Retailer/Store from where you purchased the product.

Please email us anytime with the nature of the problem at:

**ContactUs@Hanover-Products.com**

Please include: Pictures of the issue and receipt (if available), name and address of the purchaser and the name of retailer

Or call our Customer Service team between 9:00 AM and 5:00 PM Eastern Time,  
Monday through Friday at:

**1-877-397-5144**

or visit our website at:

**www.Hanover-Products.com**

To expedite any future warranty claims, please retain your receipt for future use.

#### **Care and Maintenance**

Clean spills immediately. Blot with absorbent cloth; do not rub. Spot clean with a solution of water and mild detergent. Allow to dry completely on a flat surface. Do not machine wash or dry. Do not use bleach or solvents to clean any product! This will void the warranty. Using a heat process such as, but not limited to, hot water extraction, carpet shampooing, or commercial aerosol foam products designed for broadloom carpet may permanently damage your rug and will void your warranty.

For additional on-line support on assembly, troubleshooting and care & maintenance of your outdoor rug, please visit our website at: **www.Hanover-Products.com**.



## Hanover Outdoor Rugs

### 1-Year Limited Warranty Program

For a period of one (1) year after purchase, Hanover ("Manufacturer") will either repair or replace defective components in accordance with this Limited Warranty. This warranty is between Manufacturer and the original purchaser and is valid only when accompanied by the original purchaser's sales receipt showing original date of purchase and location of purchase. Replacements under this warranty revert back to the date of original purchase for future warranty.

Manufacturer or its authorized dealer can accept or reject warranty claims based on its findings. This warranty applies in normal residential use only and is not intended for commercial use. Manufacturer can make substitutions as required of materials, components, and sub-components of comparable value and utility. This warranty is limited to product repair or replacement (to be determined solely by Manufacturer). Warranty return is limited to only the single affected component.

This warranty covers only manufacturing defects and does not cover normal wear and tear, damage due to acts of nature, abuse or misuse, including chemical damage from suntan oil or other chemicals, exposure to extreme heat or cold, abrasion or excessive weight. This product is intended to be used in standard installations only. This warranty is invalid if the product is not used for intended purpose. Manufacturer disclaims liability for any aspect of installation and any inconvenience caused by a defective part of a component.

Certain items are not covered by this warranty. These include, but are not limited to the following:

1. Items subjected to abuse, including abuse intended to simulate failure.
2. Any part which merely exhibits normal wear yet functions essentially as new, including tears/rips, chips, scratches or stretching of materials and stitching.
3. Tears, rips, punctures, scratches or any damage caused by improper installation or use.
4. Fading and/or discoloration of fabrics resulting from exposure to the elements, chemicals, oils, fluids or any other cause are not covered.

To make a claim, call the toll-free number below or email address below. Please have available a copy of the original sales receipt along with a brief description of the problem. Please also provide your email address and daytime telephone or cell phone #. All items may be charged actual freight costs plus \$15 for handling. Repairs or replacement will be made at the Manufacturer's option. ***Sales and use taxes, plus shipping and handling charges are the responsibility of the consumer.***

**THIS IS THE ENTIRE EXCLUSIVE EXPRESS LIMITED LIABILITY. THE MANUFACTURER NEITHER MAKES NOR IS RESPONSIBLE FOR ANY OTHER WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING THOSE OF RETAILING DEALERS. THIS EXCLUSIVE REMEDY IS LIMITED TO RECEIPT OF A CREDIT IN CONNECTION WITH THE REPAIR OR REPLACEMENT OF ANY PRODUCT OR COMPONENT DEEMED TO BE DEFECTIVE UNDER THE TERMS AND CONDITIONS AS STATED IN THIS WARRANTY. NEITHER HANOVER, THE PRODUCT MANUFACTURER NOR ITS AGENTS SHALL BE LIABLE IN ANY CASE FOR INCIDENTAL, INDIRECT, SPECIAL OR CONSEQUENTIAL DAMAGES RESULTING FROM THE USE OF THIS PRODUCT OR ARISING OUT OF ANY BREACH OF THIS WARRANTY OR NEGLIGENCE EVEN IF IT HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. EXCEPT AS OTHERWISE MAY BE REQUIRED BY LAW, THERE ARE NO OTHER EXPRESS OR IMPLIED WARRANTIES OTHER THAN THE WARRANTY DESCRIBED HEREIN, AND ALL OTHER WARRANTIES, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE ARE EXPRESSLY DISCLAIMED.**

Contact Warranty Services at **1-877-397-5144**

Or email us at:

**ContactUs.Hanover-Products.com**

or

**www.Hanover-Products.com**