

# GENERAL CONDITIONS WARRANTY, SERVICE AND ASSISTANCE

**RD ITALIA** offers a line of outdoor furniture characterized by a high construction quality, design and functionality .

**RD ITALIA** is CATAS member and designs his products following the european standards for outdoor furniture UNI EN 581-1: 2006, UNI EN 581-3:2007, UNI EN 581-2:2009 for safety and resistance to static load and crash.

Thanks to the exclusive **pre-treatment**, products of metal line are **guaranteed** against rust perforation.

For a long durability of "RD" products you must follow the following guidelines.



## MAINTENANCE

### Coated metals: Steel - Aluminium

To clean surfaces in painted metals, use cold water and non-abrasive or aggressive liquid detergents. Apply with a soft cloth. In the case of very dirty and/or aged surfaces, after cleaning, it is advisable to treat them with liquid parafin. In the event of stains caused by lime deposits on varnishes of coarse structure , clean them with a cloth and a solution of white wine vinegar diluted in cold water.

Before winter, carry out the cleaning phase and then treat the surfaces, moving parts and screws with liquid parafin, using a soft cloth. Store the furniture in a dry and sheltered place. Before storing the products, clean any traces of chlorine or salinity, which can continue the action of deterioration of the products during winter. Small scratches or damage to the painted surfaces due to transportation, improper use or handling can be retouched and protected from corrosion with special paintings, available at RD ITALIA or dealers.

### Fabric OLEFIN : Cushions for outdoor

Composition: OLEFIN 100% . Very good for outdoor use. Water repellent and resistant to seawater and swimming pool water. Wash at 40°. Chlorine water can be used. Iron at low temperatures. Do not dry clean. Dry at low temperatures.

### Synthetic fabrics: Outdoor cloth – Polyvinyl: 70% - Polyester: 30%

Avoid prolonged contact with oily substances and/or dyes that could be absorbed by the covering material and cause permanent stains, in addition to damaging the structure of the thread.

Do not use solvents or solvent-based detergents (avoid acetone). Use water and non-abrasive, colourless liquid detergents with a neutral PH. Let the detergent act for a few minutes. Rinse well with water no warmer than 30°C. In the case you are using a pressure washer, keep the nozzle at a distance of at least 70 cm from the surface of the manufactured good. If necessary, repeat the operation.

### Glass

To clean glass tabletop use ethyl alcohol or hot water with dishwashing liquid or a normal glass cleaner.

To avoid streaks and halos dry well the surface with a clean and well wrung cloth. Using scouring abrasive pads, abrasive substances, pouders detergents, solvents and acid substances can cause streaks and halos.

## WARRANTY

For the application of warranty on our products, the general rules, under current legislation, are valid.

### The guarantee does not cover the following:

- A. Any damage arising from insufficient care or from non-compliance with the supplied instructions and advice for receiving, assembling, using, maintaining.
- B. natural fading of the materials used.
- C. Corrosion originating from scratches or abrasions that result from general wear and tear and which cannot be removed via standard cleaning and maintenance processes.
- D. The corrosion of parts due to an use in a confined, chlorinated environment or to a seafront use.
- E. The guarantee is valid only upon production of the proof of purchase (invoice).

## ASSISTANCE

The customer is urged to check the integrity of the packing and of the product when the goods are received; if the packing is severely damaged, the customer has the right to reject the damaged product/s and is to report the damage on the delivery documents/bill of lading. The customer has 8 days from the delivery date to claim damages or integrity of the product in written form. Defective products: the customer must claim in writing directly to the company. The customer must specify the delivery document details and the reason for complaint (finishing – assembly – functionality) indicating the part of the product concerned.

In both cases the claim in writing must be sent by fax or e-mail to [info@rditaliasrl.it](mailto:info@rditaliasrl.it), including photos of defect/s. The Customer Service Manager will respond and take appropriate actions within 15 working days after receiving the claim. Under no circumstances the company accepts claims for damaged goods due to the use of the product and/or misuse.

The company doesn't guarantee a perfect identity of the color shade of the supplied products. Notice: the same product may have non-identical tones at different times.

The company will communicate the solution taken to resolve the claim, which can be one of the following:

A - replacement under warranty, with prior or contextual withdrawal of the product/s which is to be at the company's disposal;  
n.b. the company will accept returns and will credit only the product/s received in their original packing.

B - replacement of the product under warranty without the withdrawal of the product/s

C - to credit the product/s amount without withdrawal and without replacement, if the customer does not want to keep the product/s any longer.

D - Charge the assistance costs:

- 1 - when the claim is late and does not fall within the time limits covered by our assistance
- 2 - when the claim does not affect the appearance of the product covered by the warranty  
(deterioration of the product in the show-room, improper use of the product, etc.)

**Complaints are to be send directly to the company and not to third parties. Therefore, under no circumstances are acknowledged complaints received after the due time limit and – for instance - cite information given to the agent/representative whereas the company has not been informed.**

**Failure to comply with the form prescribed time involves the loss of the right to free assistance provided by the company.**

In case of claims for products sold by our dealers to end consumers, the company has the right to verify the receipt issued by the dealer reporting the quality/quantity of the sold goods and the receipt issue date.

**note: in any case, claims cannot be the reason for late payment or non-payments**

The company is committed to solve the complaint as quickly as possible in the respect of the deadline given by the Customer Service Manager.

**Note: The company reserves the right to carry out structural changes to products at any time.**