



STRONGBACK Furniture Warranty Policies & Procedures

LIMITED WARRANTY: This STRONGBACK Product has been designed and manufactured in order to provide maximum satisfaction and safety. It is guaranteed for TWO YEARS against any manufacturing or material defects. This guarantee does not cover improper assembly or set-up, normal wear and tear, accessories, or defects resulting from misuse.

Under the terms of this two-year limited warranty, STRONGBACK will replace, repair, or send replacement parts if a manufacturer's defect occurs with welding, frame, hinges, bolts, brackets, fabric or chair feet. If you need to return or replace your chair you must contact the original Amazon merchant that sold you the chair. If they refer you to STRONGBACK Chairs directly, please be prepared to provide us with proof of purchase including name and date, the email from the Amazon merchant, as well as a description and photo(s) of the defect.

If any part of the STRONGBACK Chair breaks during normal use you can return the chair, and you will be given a new chair. Cosmetic damage caused by normal use, such as scratches on the frame or fabric stains or fading, will not be covered.

Rust: The chairs are made with steel components, and therefore, may rust over time. The chairs are powder coated to help prevent rust, but they are rust resistant **not** rust proof. Rust is not covered by our limited warranty; therefore, it is important that proper care instructions are followed to help prevent rust from occurring.

Return shipping will be covered by STRONGBACK Chairs for all addresses within the continental United States. In order to validate your return and free shipping, all returns must be pre-approved by providing an email containing a short description of the problem and a photograph illustrating the defect and proof of purchase to info@strongbackchair.com.

It is important to remember that returns will only be accepted with prior authorization. Please DO NOT SEND your chair to STRONGBACK CHAIRS LLC without a return authorization. Any returns received by our warehouse without an issued return authorization will be ineligible for a STRONGBACK exchange and will only be returned to you at your expense.

Please allow 7-10 business days for us to process your return after the chair reaches our warehouse.

FURNITURE CARE:

To get the most out of your furniture for many years to come, be sure to follow the care instructions on the next page.

HOW DO I TAKE CARE OF MY CHAIR?

STRONGBACK chairs would like to thank you for your patronage and hope that you enjoy your chair for many years to come. This is a quick guide to caring for your chair to ensure that it goes everywhere that you do.

LUBE YOUR CHAIRS!

Over time and exposure to the elements, STRONGBACK Chairs may inherit an increase in friction when folding and unfolding. Maintenance for this is a matter of cleaning the front legs of the chair and applying a thin coat of WD-40, and then opening and closing your chair a few times.



FOLD YOUR CHAIR CORRECTLY

The easiest way to fold your chair is to grab the center fabric on the front of the seat and the top of the back and pull them together.



CLEAN AND DRY

STRONGBACK Chairs use a rugged, lightweight fabric that is easily washed using a brush, soap, water, and a hose. We recommend a mild detergent. After washing, air dry before storing to prevent mold.



STORE IN SHADE

Leaving your chair exposed to strong sunlight for extended periods of time can cause the colors to fade and the fabric to weaken. To prevent this, don't leave your chair in the sun after use.



CAUTION WITH SEA WATER

Sea water can corrode the coating of the steel framework of your chair. We use steel as it holds up longer and provides the strength to support our patented, frame-integrated lumbar support design. To prevent corrosion, please rinse your chair with fresh water and allow it to dry after a day at the beach before storing.



PRESS DOWN CORRECTLY

While designed to last, putting excessive outward pressure on the arms of your chair can cause damage. Our models are reinforced, but be sure to press down on the arms, not outwards, when entering and exiting the chair.



Again, we hope that you enjoy your chair for many years to come. Please visit our website for more tips and detailed warranty information. Warm regards and be good to your back. - The STRONGBACK team.