

General Terms and Conditions & Warnings - BELAMO Patio Furniture

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1. General Terms and Conditions

Definitions

The Company: Belamo also known as Belamo Patio Furniture, a Florida based retail company offering a collection of modern design outdoor furniture, lighting, topiary and accessories. With its headquarters address located at 1414 S Narcoossee Rd, Saint Cloud FL 34771 United States of America.

(The Belamo Name & Logo are owned by FLANDERS OUTDOOR LIVING, LLC dba BELAMO).

The Customer: Any person visiting the website or a showroom location or requesting for a quote by email, phone, in person or on the website, with or without purchasing goods, are considered customers in the context of these general conditions.

Partners: Companies & Service providers who are providing information, services or goods that we believe to be useful, necessary or interesting to our customers. These are companies that BELAMO has a professional relationship with, either on paper or not. The purpose of this collaboration is to help customers with services that are not directly offered by BELAMO. The customer has the right to ask who the partners referred to are.

Automatically Provided information: all information that is provided in an automatic way such as (but not limited to) used device information, length of visit to the website, specific clicks on pictures, browser info, IP-address, ...

1.1 Pricing and Payment Terms

- **CURRENCY, SALES TAX & DELIVERY CHARGES:** All prices are quoted in US Dollars plus applicable taxes unless otherwise stated. Delivery is optional and is separately mentioned on the invoice. For Out-of-State shipping (outside the State of Florida), it is not required for the customer to pay Sales Tax to the company. In such case, the customer is aware that it is his/her full responsibility to contact the tax collector at the delivery location and pay sales tax in a timely manner as foreseen by law.

For Out-of-State delivery requests (outside the State of Florida): if requested by the customer, a third-party shipper can be contacted by the company to request a quote. White Glove Service is not always guaranteed and might be available by a third-party depending on the location. The company will, upon request, request pricing for a White Glove Service delivery at destination. The customer always has the option to search for a shipping and delivery option of their choice.

- **PAYMENT TERMS:** Payment is due in full at the time of purchase unless otherwise agreed upon. For orders requiring short term delivery, custom production or large orders, full payment is always required. In the circumstance that the order was not paid in full (60% down for orders that are often only delivered in longer term than 90 days) the balance needs to be paid on the 1st day of the month in which the delivery will take place. If the balance is not paid, the delivery will be cancelled and cannot be executed until full payment is received.

- **PRICE CHANGES:** After ordering, Belamo will not change prices either up or down. Once an order is confirmed and paid, any price discrepancies or increases will never be addressed to the customer. Consequently, should pricing change due to a "promotion or special" the customer forfeits the right to request or receive a partial refund. If the customer chooses to cancel his order as a result, the cancellation fee will be deducted prior to processing the refund as stated in the cancellation policy. The customer is fully aware that the timing of an order and pricing agreed upon at the time of purchase is "set in stone".

- **RESALE CERTIFICATES:** The customer is aware that in case he/she claims to be a Resale Certificate holder and therefore does not require to pay sales tax to the company, the customer needs to hold a certificate that is issued by the State of Florida and the certificate is issued for the current year. If the customer fails to present the correct form within 7 days after purchase, the invoice will be adjusted with sales tax and a new invoice

for or including the sales tax amount will be due. If this amount is not paid within 30 days, the company will need to notify the tax agency to inform them of an outstanding balance in taxes due.

1.2. Product Availability

- While we strive to keep all items in stock, availability is subject to change. If an item is unexpectedly delayed or out of stock, the customer will be notified of expected lead times or available alternatives.
- The company is not responsible for any delays or shortages beyond our control, such as material shortages, supplier delays, delays in shipping, delays at the port or inventory discrepancies due to human or technical errors.

1.3. Custom Orders

- **Custom or special orders are non-refundable, non-exchangeable, and subject to specific lead times.** As we immediately start the order to prevent long lead times, any modifications or customizations to custom orders are not possible after the order is placed by the customer.
- **Once a custom order is placed, it cannot be altered, canceled or refunded.** The customer agrees that in case he/she would cancel the charge on their credit card, he/she will need to pay the customization order separately to the company as agreed. The customer will submit this payment within 7 days after the chargeback. In addition to this, the customer will pay interest and additional fees on the outstanding balance if the payment is not received by the company within 10 days as per terms of this agreement.

1.4 Product Warranties

The company warrantees all purchased and delivered items to be free of any manufacturing defects.

Warranty restrictions

The warranty applies solely to the original purchaser mentioned on the original invoice and is non-transferable. The warranty period is limited to the original duration. This means (example) that if an item with a 3-year warranty is replaced under warranty after 2 years, the replacement item will only be covered for the remaining one year of the original warranty.

If the original purchaser relocates, he/she is responsible for any additional shipping costs associated with replacing or repairing the item under warranty at the new location if the distance from our warehouse (Miami, FL) to the new location is further than the distance to the original delivery location. (If the new location is not in the State of Florida, please read "Out-of-State warranty claims" clause below).

Out-of-state warranty claims

(outside the State of Florida), the customer must provide sufficient evidence, such as photographs or videos, to support the claim. Additionally, the customer agrees to perform minor repairs or replace parts themselves (these parts will be shipped by the company curbside or by mail). Any item that needs to be replaced completely can only be delivered curbside. The customer will be responsible for receiving as well as assembly (when applicable) according to the instructions and warnings in the box.

The specific warranty period for furniture, fabrics, lighting and topiary is specified in the paragraphs below. Note that all warranty applies to the daily use at a residential property and does not apply to commercial use (e.g. Community areas, hotels, short term rentals, restaurants, ...).

For commercial use, the warranty is limited to 1 year due to the more intensive use and daily handling by different people.

Normal use: Any use of furniture or items that can reasonably be considered use that the item is not intended for is not covered under the warranty. (some of many examples are: standing on tables, standing on chairs,

standing on loungers, submerging lights, putting aluminum furniture fully or partially in a pool ledge, sitting in a chair and balancing it on 2 legs, standing on the back part of a footrest frame, pressing foldable armrests down with one's full body weight instead of using armrest to rest arms on and fold down before exiting, exceeding prescribed weight limits,...). **Using the furniture in such way that is not consistent with the intended usage, not only voids warranty but also makes the customer fully responsible for any material damages, non-material damages and physical injuries caused after the misuse.** Any repairs or alterations made to furniture by others than the company or improper maintenance also voids the warranty and makes the customer fully responsible for any material, non-material damages and physical injuries caused after this alteration.

Regular wear and tear due to daily normal use and exposure to the elements is not covered under the warranty.

The following are a few examples of regular wear and tear that may be caused by the elements, normal use or people in time: discoloring of fabric or frames, stains on fabric, scratches on the frames, cracks appearing in teak wood (checks) discoloring of the finish on frames, changes in hardness and form of the cushion core, wrinkles in cushion discoloration of sling fabric, mold and mildew growth,... Please note that rips in canopies are not covered by the warranty, as damage of this nature is typically considered wear and tear or damage caused by tipping over or an object cutting through the fabric.

In the event damages are caused by the elements the damage is not covered under the warranty. As an example, strong winds blowing away cushions or furniture, an umbrella tipping over, ceramic breaking, is not covered under the warranty. Any damage to the item or caused by the impact of an item flying is the liability of the customer. We recommend bringing in furniture when severe weather circumstances are predicted and recommend keeping umbrella canopies always closed when windy. For more information, please read the warning sticker on the umbrella as well as the general warnings and instructions.

External Damage & Cleaning

Stains on fabrics, teak, and aluminum caused by any external factors such as, but not limited to, food, drinks, hot surfaces, bird debris, or other substances are not covered under the warranty.

Discoloring and staining may appear on aluminum due to dirty, contaminated, ground- or well water drying onto the aluminum surface. Staining on frames can also be caused by dirt "baking" onto the frame. Wet items can heat up significantly in the sun and as a result leave "watermarks" on the aluminum or stone surface. Therefore, we recommend never to leave items on top of a dark colored stone or aluminum surface in a hot and humid climate or direct sunlight. In situations like these, the surface can get very hot, the item can have water trapped underneath the item (due to rain or humidity) and leave a mark on the table when it's heated up by the sun. This and other marks caused by external conditions and are not covered under the warranty. Additionally, mold or mildew growth is considered external damage and is not covered under the product warranty. Any discoloring or spots on the sling caused by mold or mildew is not covered under the warranty.

No warranty is provided for damages caused by external factors such as wind, rain, hail, fire, lightning, heat, sunlight or other natural events.

Wind: Any moving, tipping over or flying away of furniture, umbrellas or other items caused by **windy conditions** are the sole and full responsibility of the customer. Any consequences arising from windy conditions, both direct and indirect damages to goods, property or personal injuries are the responsibility of the customer. Any damage to the furniture, property or physical damages arising from windy conditions are not covered by the warranty.

Lines pads or cushions for loungers and dining chairs: the stitching on the sides of the cushion (seams) are covered under the warranty. The lines stitching going over the cushion is not covered under the warranty since friction going in and out of the lounge creates for the lines stitching to potentially be damaged by anyone. This is therefore considered wear & tear.

All floor samples are sold "as-is" and are not covered by warranty. No returns are accepted for floor samples.

In the event a delivery for floor samples is requested, the imperfections on delivery are assumed to have been visible in the showroom on the date of purchase. When purchasing floor models, it is the customer's responsibility to take

initiative for documenting the state of the furniture upon purchase by taking pictures or going over the imperfections with the sales advisor and noting them in detail on the sales form.

Aesthetical imperfections: All furniture is partially or fully made by hand and passed a quality-control before packaging. Because of this process, welding done manually, stitches done “with the eye” and other labor-intensive processes, imperfections might show aesthetically (thicker welding, imperfect corners, imperfect stitching...). This manual process makes every piece more labor intensive and supports “man-made-products” which is often stronger than machine work. We trust our customers prefer custom and handwork instead of mass machine work. We therefore hope that any imperfect welding, stitching or finish is of satisfaction of the customer due to its labor-intensive process.

Aluminum Frames, Ceramic Tabletops, and Teak items come with a 3-year warranty against manufacturing defects.

Not covered by the warranty are influences caused by external factors like discoloring, stains, scratching, wood opening, wood stains and wind damage. Not respecting the weight limits and non-proper use by not reading warnings, maintenance instructions and manuals as well as any other effect are all to be considered caused by an external source).

Zafferano lighting products

are covered by a 2-year manufacturer’s warranty.

Sunbrella fabrics

are covered by a 5-year factory warranty.

Softex fabrics

are covered by a 3-year factory warranty.

LED lighting products are covered by a 1-year factory warranty.

Fountains

No warranty is provided for fountains, as the customer is responsible for ensuring that fountains are never operated with a dry pump.

Fatboy Products

Fatboy products come with a 1-year factory warranty.

Topiary (Artificial Grass)

The topiary are covered by a 5-year warranty against discoloration. Please read

Warranty and care

The customer agrees to adhere to specific care instructions (detailed in section 2.2).

All warranty is void if products are not properly maintained as instructed. All warranty is voided in case any modifications are done to the products.

Cleaning instructions

Sunbrella fabrics: We recommend cleaning stains with water and soft soap as soon as possible and refer to Sunbrella.com

Softex fabrics: Please use Golden Care fabric cleaner for cleaning **Softex**, following the provided instructions and warnings carefully.

Teak: Please see booklet Material & Maintenance

Note: All upholstery of cushions can be carefully removed after opening the zipper. Upholstery can be washed in a washer using regular detergent (without bleach) on low temperature. Let air dry completely before inserting the cushion again. To avoid damage to the cushion, please slightly fold the cushion sides up while another person removes or slips over the upholstery.

Aluminum: Please use a wet magic eraser sponge to clean the aluminum surface. Dry off immediately with a soft cloth.

Sling fabric: Note that mold or mildew can grow on any sling due to dirt building up in the tiny holes in the sling. To prevent dirt buildup or discoloring of the sling, please rinse the sling regularly. To clean, use mild dish soap or fabric cleaner, warm water and a soft-bristled brush. Rinse the sling with a hose and dry with cloth. In case mold or mildew stains are visible, use vinegar or diluted bleach. Any discoloring of sling caused by stains is not covered under the warranty.

1.5 Product Maintenance & Customer Responsibility

It is the customer's responsibility to fully read the Materials & Maintenance booklet offered before delivery or available on the website (www.belamo.com).

It is the customer's responsibility to follow all care and maintenance instructions provided with the products. Failure to do so may void warranties. The customer received a care and maintenance instructions booklet upon delivery which is also available on the company website.

The retailer is not responsible for any damage resulting from a lack of or improper care or maintenance of products.

1.5.1 Fabrics: Sunbrella & Softex (see booklet Materials & Maintenance)

1.5.2 Powder coated aluminum (see booklet Materials & Maintenance)

1.5.3 Ceramic tabletops (see booklet Materials & Maintenance)

1.5.4 Teak wood

(see booklet Materials & Maintenance and please read 12.13 and 12.16) –

IMPORTANT NOTE: It is not required but we recommend treating your teak with a teak shield within 2 weeks after receiving your teak furniture. This will prevent any penetration of liquids or grease. The teak is not treated with a shield when it is crafted because it is important that the wood has dried out completely before applying a shield.

RECOMMENDATIONS & EXPLANATIONS regarding the characteristics & use of TEAK PRODUCTS

- **Teak wood used to produce our furniture is made of natural pure teak.** Our teak is SVLK certified wood guaranteeing its origin and sustainability production process. The customer is guaranteed to have purchased a truly unique piece, and he/she has given this wood a new life.
- **Due to the nature of this product, each table has a unique and different structure, color variations and appearance.** This shows that the uniqueness of teak and shows it is an organic and real product just like the tree it originated from. **Therefore, variations in color, dark spots and structure are typical and original. In fact, this is what makes your table truly unique. Any returns or exchanges requested due to spots or color variations in the wood are not accepted.**
- **With normal use and exposing the wood to changes in temperature and humidity, thin cracks and openings can appear. In the event of this happening, please rest assured that this has no effect on the quality of the table and will not influence the life span in any way.** In fact, this is what gives the charm and look to

real wooden tables. These sometimes-long cracks are referred to as “checks” (comparable to the openings in ceiling beams) which are considered showcasing the living of the wood. No treatment is needed, however a teak specialist, hired by the customer, can close these checks if desired.

- **Specific treatment is not required for the reclaimed teak tabletops. The influence of humidity, rain & sun the wood will slowly turn your teak to a charming platina gray look.** However, if you choose to prevent this from happening, the company offers a wide range of products to clean, protect, seal, prolong or change the color of the wood. Please be advised to use the products in the correct order & way as described in the user’s manual or hire a professional to perform maintenance. If you have any questions, please contact the company before using the products.

- **Mold or Mildew spots can occur on teak wood. Treating the table by using a teak cleaner (please use required protective gear when removing mold or mildew or have a professional perform this) and sealing the table with a teak shield.** This prevents dirt build up, humidity in the wood surface and prevents mold and mildew spots.

When cleaning the table, we recommend using warm (NOT hot) water with a little bit of green soap.

- **Never use a high-pressure washer** on teak!
- **Never use aggressive or strong detergents!**
- If you choose to use other products then the products offered by the company, we strongly advise you to first try them on a less visible place. (e.g. bottom side of the table).

The products available from the company for you to treat the tables are:

- * Step 1: Teak Cleaner (cleans the wood of the table)
- * Step 2: Gray Teak (colors and protects the actual color of the wood table) *
- * Step 3: Teak Shield (protects the table for water or stains)

Coloring with multiple layers in step 2, will “gray” the color more with each layer applied.

Dear customer, since the above recommendations and information on teak wood refer to the characteristics of the wood being a natural sourced product, any complaints regarding the characteristics mentioned above will not be considered.

Thank you for your comprehension.

1.5.5 Sling fabric

To prolong the appearance and lifespan of your sling fabric, proper maintenance and good cleaning of are of the essence. Please use following guidelines to maintain your sling fabric in great shape:

1. **Brush of any loose dirt:** Begin by brushing off any loose dirt or debris using a soft brush or small vacuum.
2. **Use a mild soap mix:** Use a mix solution of warm water and mild dish soap. For stubborn stains, use diluted bleach. Ensure the bleach is diluted properly to avoid fabric damage.
3. **Scrub the Fabric gently:** Use a soft sponge and gently scrub the sling fabric, focusing on stained areas.
4. **Rinse excessively:** To avoid chemical buildup After cleaning, rinse the sling excessively with water to remove all residues.
5. **Let air dry in the sun:** Allow the fabric to air dry outside preferably with exposure to sunlight. Once completely dry, your sling is ready to be enjoyed again!

1.5.6 Umbrella:

Make sure the umbrella is closed and covered by the protection cover when not in use. If you see any debris on the canopy, use water and soft soap to remove this. Never close the canopy when it is wet. Let it dry out first before closing.

WARNING EXCEPTION: when a storm is approaching or it is windy, close the umbrella canopy immediately by keeping the handle on the vertical pole in its top position (keeping the canopy level) and turn the crank to counterclockwise to close the canopy. Once the canopy doesn't close any further, squeeze the pole handle to let it down and fully close the canopy. Attach the Velcro straps around the pole to secure the closed canopy.

When any rust should appear on metal screws or parts, please use a greasy cloth and sandpaper to clean off. This is usually caused by fly-rust that attaches to certain parts in a factory environment and comes off easily.

1.5.7 Duck Duck lights:

To maintain your Duck Duck Light by Goodnight Light in good working condition, please follow these guidelines:

- **Regular Charging:** Charge your Duck Duck regularly to prevent battery deterioration.
- **Proper Charging Base:** Only use the provided charging base to ensure safe and efficient charging.

Make sure base is never wet and connections are completely dry before connecting to the charging base.

- **Avoid Prolonged Water Exposure:** While the lamp is waterproof and floats, avoid leaving it floating on the water surface for longer than 24 hours at a time. The contact points for charging on the bottom of your Duck Duck are gold-plated and can get acidized when exposed to chlorine or salt for a longer period causing the battery not to charge anymore. Any malfunctioning of the light is not covered under warranty in case the gold-plated contact points are visibly discolored.

- **Never submerge:** The Duck Duck is a pool accessory adding a vibrant ambience to your pool and pool area. The Duck Duck is not a toy and cannot be sat on nor can it be submerged. While the bottom surface is well sealed, submerging the duck will put pressure on the seal and allow water to go into the Duck Duck. Any water intrusion is therefore caused by submerging and is not covered under the warranty.

- **Dry Before Charging:** Ensure the charging contacts are always completely dry before connecting to the charging station.

- **Use Remote Control:** In case the light does not switch on by pressing the remote, please press the button on the bottom of the Duck to turn it on.

For detailed operating instructions and troubleshooting, please read the official manuals provided by Goodnight Light.

1.5.8 Lights by Zafferano:

To maintain your Zafferano lights and ensure their longevity, follow these guidelines:

- **Regular Charging:** Recharge your lamp when the battery level drops to approximately 20-30%.

Avoid letting it discharge completely to preserve battery health.

- **Proper Charging:** Use only the original charger and charging base provided with your lamp.

- **Cleaning:** Clean the lamp with a soft, dry cloth. For versions with a metal leaf finish, avoid aggressive cleaning agents or abrasive cloths, as they may damage the delicate finish.

- **Battery Replacement:** If the battery's performance declines after approximately 450 charging cycles, consider replacing it. Zafferano offers replacement batteries and provides tutorials for the replacement process.

- **Storage:** If not in use for extended periods, regularly charge and discharge the lamp to maintain battery health.

1.5.9 LED Solar lanterns by Les Jardins

To maintain your Les Jardins solar lanterns and ensure optimal performance, consider the following guidelines:

- **Optimal Placement:** Position your lanterns in areas that receive direct sunlight for 6 to 8 hours daily. Avoid placing them in shaded spots to maximize solar charging.
- **Regular Cleaning:** Keep the solar panels clean to ensure efficient charging. Use a soft, dry cloth to wipe the panel. For stubborn debris, a soft-bristled brush with warm, soapy water can be used. Avoid abrasive materials as those will damage the surface.
- **Battery Care:** Fully charge the lanterns before initial use. Afterwards, ensure they receive adequate sunlight to maintain battery health. If the lanterns are not in use for extended periods, store them in a dry place and occasionally charge them with the provided USB charger to preserve battery life.
- **Protection from Elements:** While Les Jardins lanterns are designed for outdoor use, during extreme weather conditions, bring them indoors or provide shelter to prolong their lifespan.
- **Avoid Obstructions:** Ensure that the lanterns are not obstructed by objects or debris, as this can block sunlight and reduce charging efficiency.

Any complaints can be addressed to info@belamo-design.com.

This and every part of this agreement is governed by Florida law and any dispute will be handled in the jurisdiction of Orlando, FL.

2. Cancellation & Return policy

2.1 CANCELLATION TERMS

Once an order is placed and a full or partial payment is received, a 10% cancellation fee will apply on the total invoice amount, as items are immediately allocated at the time of order.

- **If an order is canceled on or during the scheduled delivery date, all returned items will incur a 25% restocking fee.**
- **All sales are final and delivered items are accepted to be in perfect condition once the customer signs the documents presented on the delivery without any remarks.** Logically, all scratches, cracks, stains, imperfections are not assumed to have been present upon delivery and will not be accepted as claims after the delivery is completed without remarks.

2.2 Customization and topiary

All sales are final for customized items (upholstery) and topiary. Items picked up in-store cannot be returned.

2.3 Floor models

All floor samples are sold “as-is” and are not covered by warranty. No returns are accepted for floor samples.

In the event a delivery for floor samples is requested, the imperfections on delivery are assumed to have been visible in the showroom on the date of purchase. When purchasing floor models, it is the customer’s responsibility to take initiative for documenting the state of the furniture upon purchase by taking pictures or going over the imperfections with the sales advisor and noting them in detail on the sales form.

3. Delivery Conditions

3.1 Delivery Location and Accessibility information

- It is the customer’s responsibility to provide accurate delivery information. This includes access to the property, correct address, and any special instructions regarding delivery. It is also the responsibility of the customer to provide information regarding COI requirements and community access times. Any re-delivery due to incomplete information might result in extra fees.

3.2 Delivery Scheduling

- Delivery dates are scheduled by the companies' 3PL partner in advance based on availability and whenever possible, customer preferences.
- The customer will be contacted by this partner, Ross Furniture Logistics and notified of a specific delivery date and time window prior to the delivery.
- The order must have a zero balance to be delivered or shipped. If payment has not been received in full by the first of the month in which the delivery should take place, the delivery will be postponed, and delays will occur as a result.
- The customer must ensure someone is available at the delivery location during the scheduled window. Failure to meet this requirement may delay the delivery or result in rescheduling fees.
- The company shall not be liable for any damages both material and non-material as a result of any delivery delays.

3.3 Delivery Requirements

- The delivery address and space must be easily accessible for our delivery team. Any restrictions such as narrow streets, difficult parking, or obstacles must be communicated ahead of time when the appointment is scheduled.
- The customer must confirm that the delivery location is clear of any potential obstructions and able to accommodate large furniture pieces.
- It is the customer's responsibility to measure doorways, hallways, and entryways to ensure that the furniture pieces can fit into the intended space. **The retailer is not responsible for any items that do not fit due to customer oversight.** If in such case any item is returned or refused during the delivery, this will be considered a cancellation, and the applicable 25% re-stocking fee will be charged.

3.4 Customer Preparation and Responsibility at Delivery

- The customer is responsible for ensuring that an adult is present to sign off for the delivery.
- The customer agrees that, in case he/she leaves during the delivery, or any other person is present to accept delivery will need to sign after completion and that individual is authorized to do so on behalf of the customer, with the customer's full consent.
- Any damages or aesthetic defects must be reported at the time of delivery to the delivery team and the customer must document such issues on the delivery receipt as well as send an email to report this to info@belamo-design.com. E-mails sent to report any issue the day after the delivery will not be accepted to be "in-time".
- Once the customer signs for the delivery, without any remarks or notes, the products are deemed accepted and received in perfect condition.

3.5 Delivery Sign-Off

- An adult must be present to sign for the delivery until the end of the delivery. The signature confirms that the customer has received all items in good condition and in accordance with the order. If the customer leaves during the delivery, the customer is aware that any other person at the location will be requested to sign off for the delivery and his or her signature will be on the customer's behalf, with his or her full consent.
- The customer acknowledges that if any damage or defects are noticed upon delivery, it must be immediately documented on the delivery receipt and emailed to the company on the same day by the customer (info@belamo-design.com).
- Once the items are signed for, they are considered accepted in perfect condition.

3.6 Delivery Timeframes

- The delivery dispatch team will make reasonable efforts to adhere to the delivery schedule; however, delays due to unforeseen circumstances (such as weather, traffic, vehicle breakdown or shipping delays) are always possible. The customer will be notified as soon as possible of any changes to the delivery schedule. The company is not responsible for any force-majeure situations as mentioned above.

3.7 Delivery Fees

- Delivery charges are always dependent on the delivery location and size of the order. These charges will be provided to the customer prior to the checkout process or upon request.
- If the customer requests a split delivery due to some items not being available within the preferred time frame, a split delivery fee of \$99 applies.
- Based on availability, if the customer requests a “rush” delivery within a week from the order date, a rush delivery fee of \$99 will be charged.

3.8 Unforeseen Delivery Complications

- If access to the delivery location is restricted or the furniture cannot be delivered as planned, the customer will be responsible for additional charges related to rescheduling or delivery re-attempts. If an item is damaged or broken during delivery, the delivery company will contact the customer to schedule a new delivery for the broken item as soon as possible. If the replacement item is not in stock or delivery schedules are full, the customer agrees to wait since these factors are beyond the companies’ control. crane is needed for delivery due to the item being too large to carry upstairs or fit the elevator, the customer will be responsible for renting the necessary tools to complete the delivery and takes full responsibility when these tools are being used. If the order is partially or fully cancelled by the customer due to needed tools for delivery while the customer is not willing or not wanting to rent or provide these tools, a re-stock fee of 25% will be charged on all items cancelled.

3.9 Post-Delivery Responsibilities

- The retailer is not responsible for any issues that arise after the delivery has been signed off and no notes were made on the forms where he/she signed off.

By purchasing and accepting delivery of products, the customer agrees to these General Conditions and Delivery Conditions.

3.10 Out-of-State deliveries

- Out-of-State deliveries are always executed by a third-party shipper or delivery company that is hired by the company or if desired, by a third party that is hired by the customer. A White Glove Service delivery is never guaranteed for out-of-State orders but is based on availability in the delivery area. The order must have a zero balance in order to be shipped. If payment has not been received in full by the first of the month in which the delivery should take place, the delivery will be postponed, and delays will occur as a result. If a customer order is for an out-of-State (not Florida) delivery address, the customer agrees that for any warranty claims, the customer must provide sufficient and detailed proof, such as photographs or videos, to support the claim. This way the company can assess and determine if the claim is justified. Additionally, the customer agrees to perform replacement part repairs themselves, and agrees that in case the item is replaced under warranty, the replacement item will be delivered curbside. It is the customer’s full responsibility to dispose of the replaced item at his/her expense in a safe and proper way.

4. Liability waiver for delivery, installation and proper use

- The retailer is not liable for any injuries, accidents, or damages resulting from the use or improper installation of products. The installation is the responsibility of the 3PL partner. Any complaints or questions regarding improper installation or damages caused during the installation need to be directed to the 3PL partner. We advise the customer to inform the company in such case.
- The customer is solely responsible for ensuring the safety and appropriate use of purchased items, including anchoring products securely where necessary.

5. Force Majeure

- The company will not be held responsible for any failure to perform its obligations under these terms and conditions due to circumstances beyond its control, including but not limited to acts of God, war, natural disasters, strikes, pandemics, or governmental regulations.

6. Intellectual Property

- All designs, logos, and content related to the retailer's products are protected by copyright and trademark laws. Customers may not reproduce or use the intellectual property for commercial purposes without prior written consent.

7. Modification to Terms

- The retailer reserves the right to update or modify these terms and conditions at any time. Any changes and new versions will be communicated on the company website.

8. Privacy and Data Protection

- The retailer is committed to protecting customer privacy and handling all personal information in compliance with applicable data protection laws.
- Personal data will only be used for processing orders and providing customer service unless the customer opts to receive marketing communications. Customers can opt-out of such communications at any time.

9. Dispute Resolution

- In the event of a dispute, the retailer encourages customers to contact us directly to resolve the issue. If a resolution cannot be reached, disputes will be handled in accordance with applicable local laws and may be resolved through arbitration or small claims court, depending on jurisdiction. The jurisdiction of these Terms & Conditions applies to the State of Florida. By using any service from BELAMO, you agree that the Federal Arbitration Act, applicable federal law, and the laws of the State of Florida without regard to principles of conflict of law.

Any dispute in any form that may arise between the customer, or a third party and the company shall take place in the courts of the city of Orlando, Florida.

10. Third-Party Services

- The retailer may engage third-party contractors for the delivery, assembly, or other services related to the products. These third parties are subject to separate terms and conditions. This company is licensed and insured and assumes all responsibilities for receiving, storing, shipping and delivering furniture to the customer. The customer will agree that any conflict that may arise with the party performing the delivery will be disputed directly with the delivery party and the customer releases the company from any liability during this process and arising from problems caused during or by the delivery process. The customer agrees that by purchasing from the company, he/she also initiates an agreement directly with the 3PL company delivering and installing the furniture. Any questions, concerns and complaints regarding the delivery service need to be addressed directly with this third party.

The company can always assist in providing contact information and can help to mediate to find a resolution when requested.

By completing a purchase with the retailer, the customer acknowledges and agrees to the terms and conditions mentioned above.

11. Warnings

11.1 DARK COLORED FURNITURE

When you purchase dark colored furniture (e.g. Lava Gray, Carbon Gray, Taupe, ...) please be cautious when touching the material if it has been exposed to sunlight. Dark colors tend to attract sunlight and heat up as a result. Please make sure all users of the furniture are informed. Make sure children or animals do not touch these parts when they have been exposed to sunlight.

11.2 WEIGHT LIMITS

Please be informed that all furniture items have weight limits. The following limits are not to be exceeded when using the furniture. It is the customers' responsibility to inform any user of the furniture of these limits and avoid these limits to be exceeded. Any damage, physical or material arising from not communicating or respecting the weight limitations are the liability of the customer.

Dining chairs: 225lbs

Loungers: 300lbs

Recliners: 275lbs

Club chair (non-reclining): 300lbs

Total Weight on Love Seats: 400lbs

Total Weight on modular chairs: 300lbs

Weight on Umbrella base: 250lbs

Standing, jumping or balancing on any of the items mentioned above is not considered normal use and causes higher pressure on the item or part of the item than the true weight of the person that is normally distributed. Doing so voids the warranty, and any material damage, injury or results of an injury caused by this act is the responsibility of the customer or the person involved.

11.3 ARMRESTS OF MONACO LOUNGER

The armrests of the Monaco sun lounge are made and intended to simply fold down next to the frame before entering or exiting the lounge. Using the armrests to push yourself out of the lounge or let yourself sink into the lounge can cause the armrests to collapse which may result in serious injury. Any body part trapped between the lounge frame and the armrest can cause serious injury. Keep children and animals clear of this area under all circumstances and fold armrest down before entering or exiting the lounge by pulling the rubber part outwards allowing you to fold the armrests down.

11.4 MOVING BACKREST OF LOUNGERS

The backrest of all loungers are tiltable. Be aware that tilting or letting down the backrest can cause serious harm to body parts when they are trapped in between these or other parts of the frame. To adjust the back rest, it is required to step out of your lounge before adjusting the back rest angle of the lounge. Keep children and animals clear of this area under all circumstances.

11.5 MOVING PARTS OF SOMBRA UMBRELLA

Opening and closing the canopy of the Sombra umbrella implies moving parts. Please keep hands clear of all moving parts when opening or closing the canopy. Keep children clear of this area under all circumstances. When moving the base of the umbrella, make sure any hands or feet are not close to the wheels. The moving base and casters can cause serious injury when body parts get trapped or driven over.

11.6 HEIGHT ADJUSTABLE TABLES

The Bergamo and Antwerp height adjustable tables can be transformed from a coffee table to a dining table. Please know that transforming the table causes parts to move and body parts can get stuck or injured when moving the table up or down. Keep children clear of this area under all circumstances.

11.7 CERAMIC, GLASS, TEAK OR SPRAYSTONE TABLETOPS

Never let anyone sit, stand or put pressure on ceramic, glass, teak or spraystone tabletops. Doing so may result in the tabletop breaking and causing minor or serious wounds, injury or death. Never leave children unattended near ceramic, glass or spraystone due to this potential danger.

11.8 WEIGHT OF DINING TABLE

Please know that our dining tables are very heavy. Moving a table requires at least 2 people. Moving the Monaco extension dining table or Senso teak table requires 4 people. Only move the table with 4 people as the weight can cause back injuries and other possible injuries to the body.

11.9 MOVING PARTS OF EXTENDABLE TABLES

Extendable tables have moving parts that can inflict fingers or other body parts to be trapped, injured or even to be amputated. Please take notice when extending or retracting an Extendable table that no children are in the area and no fingers or other body parts are in areas where they can get injured.

11.10 PLASTIC BAGS OR CUSHIONS

Whenever plastic bags are left at your convenience or were left at your home, please never leave them unattended. Plastic bags or cushions are not toys! Be sure, never to let children play with plastic bags or cushions or leave children unattended when bags or cushions are left on your patio or in your home. Bags and cushions are known to be a cause of suffocation and pose a great risk of suffocation.

11.11 CORNERS OF TABLES

Keep children clear of this area under all circumstances. All tables can cause injury when bumped into or falling on corners. Falling or running into them might even cause severe head trauma or result in death. It is the responsibility of the purchaser to make sure people are warned and liable.

11.12 GAP BETWEEN BEAMS OF WOODEN TABLES

All tabletops made of teak or reclaimed teak wood are to be handled with care. All spaces between wooden planks can cause fingers to get trapped which can lead to serious injuries or even amputation. Please take caution and don't leave children unattended at the table.

11.13 TABLES AND UMBRELLAS

Table (e.g. SENSO and MANCINI) are heavy tables with teak tops. When standing or mishandling or putting pressure on one side, the table could tilt and fall over causing serious injury or death. The customer hereby acknowledges to be informed that kids and adults must be informed by the customer of the risks of this happening.

UMBRELLAS must always be closed when not in use. Strong wind may cause the umbrella to fall causing damage or personal and fatal injuries. In case of strong winds, closing must be performed by 2 people. Cantilever umbrellas moving parts that may cause injuries. Always handle the umbrella the way it is explained in the manual. The umbrella base is a full granite and heavy base (198Lbs) and can only be moved by 2 people. When moving, do this slowly and carefully. Fingers, feet, hands or other body parts getting trapped are the full responsibility of the customer.

The customer acknowledges to be informed about all the above and takes full responsibility of informing others about all warnings in the General Conditions agreement (e.g. but not limited to visitors, family members, ...) about the risks.

11.14 ARTIFICIAL GRASS TOPIARY

Our topiary are distributed by another company in Florida. Please read following warnings carefully to make sure all guidelines by the distributor are followed:

Always **keep away from heat sources** like fire, grills and lighting. Never put any illumination, electric devices on or too close to the items (minimum distance should be at least 3ft and 10ft for grills). **Melting of the turf therefore never covered under the warranty!**

When dirty, wash with water only, do not apply any chemicals or soft soaps as item may lose color, discolor or fade. Never use a pressure washer to clean the item.

Do not let anyone sit on items, jump from items, lean against or push items. Items may easily be tipped over.

4. **Do not let children play with or near the items unattended under any circumstances.** Topiary are art for the garden and should in no way be seen as items to play with or for entertaining.

5. **Topiary must be taken inside in case of severe weather conditions** like heavy winds, hail, tropical storms or hurricanes.

6. **Do not cut, saw, drill into or take items apart.** This causes damage which is not covered under the warranty.

7. **Artificial turf is pinned to the body by of the item by the manufacturer with special metal small staples for strength that may rust and scratch the skin, injure people, cause inflammation and even lead to death.** For this reason, do not let anyone pet or rub over the topiary after installation. Always wear protective gloves when installing. These statues are art to look at and should only be used as such.

Artificial grass can get extremely hot and can cause burns. Do not let anyone touch the product when it is exposed to direct sunlight.

We do not install. It is the responsibility of the customer to properly screw in the provided pins into the bottom or legs of the item and create a sufficient stable and strong foundation to make sure the item cannot tip over or fall causing damages to the item itself, the property, the surroundings or injuring people or animals which may lead to serious permanent injuries or cause death.

It is the full responsibility of the customer to inform others (visitors, landscapers, maintenance, ...) of all warnings stated above. In no situation or circumstance can the manufacturer, distributor or retailer be held liable in case the safety regulations above or common sense was not respected and strictly followed by the customer or any visitors welcomed or not welcomed by the customer.

Topiaries are good for indoor and outdoor use, they do not need any maintenance and are water resistant. Rust

can appear underneath the “feet” of the product where the pins screw in. To avoid this from happening, the customer can treat this part can with a rust protective paint. All topiary come with a limited **5-year warranty on obvious discoloring of the artificial turf. All damage caused by external influences (wind, lighting, falling, fire, flooding, wildlife, ...) is not covered under the warranty.**

A cancellation fee of 10% applies if order is cancelled within 48 hours after the topiary order is placed. **No exchange or returns are accepted after pick-up by the customer or delivery to the customer.**

IMPORTANT: BELAMO waives all responsibility of injuries or death caused by improper use of any goods other than the use the good is intended for or non-compliance to instructions and safety warnings. All warnings or cautions above are not just guidelines.

1. They are serious warnings to prevent accidents from happening.
2. They are information given to the customer to inform him/her of what the correct or incorrect use of a purchased item is.
3. They are information that all customers must pass on to all people using the items referred to or being around the items referred to.
4. They are a waiver to hand over full responsibility in mentioned situations to the owner of the item.
5. They are warnings about product that are just designed in the way they were designed, approved by the customer, and in such case of any damage to goods, people or animals, medical costs, death and other costs that resulted from any event mentioned above, for which the owner of the goods takes full responsibility because he/she states to be well informed.

By signing the general conditions, the customer states to have read all warnings and is fully informed of the responsibility and liability that comes with owning this umbrella. The customer acknowledges that in any situation the purchased items are being wrongfully used or used in a way they were reasonably not intended for, or situations as mentioned above might possibly happen, he/she takes full responsibility. Communicating all the risks and health risks that could result in bodily injuries, material damage, fatal injuries and death to others using the furniture is the full responsibility of the customer. As a result, he/she takes full responsibility for themselves, family members, visitors and all others in the using or misusing of the items. All material and financial consequences of not respecting the foregoing well communicated warnings & risks are being transferred from company to the customer from this moment on. If any of the recommendations, transfers of liability or warning issues above stated conflict with any regulations or laws, the regulation or law applicable is automatically applicable.

11.15 SOMBRA UMBRELLA

KEEP WHEELS LOCKED AT ALL TIMES

The wheels (casters) of your umbrella have locks. By pressing down the horizontal metal part on the side of the wheel, the lock is on. By lifting the part up until it is in the horizontal position the lock is off. All 4 wheels come with these locks. Lifting (unlocking) or lowering (locking) the brake of your umbrella must be done with closed strong shoes to prevent injuries to feet or toes.

Please make sure the LOCKS ARE ON AT ALL TIMES. The only moment that turning off the locks is allowed, is when you have closed the canopy and want to move the umbrella.

MOVING YOUR UMBRELLA

The base of the umbrella comes on wheels and can easily be moved to a different location on your patio.

UP OR DOWN 1 OR MORE STAIRS

Never roll the umbrella of 1 or more stairs. The only way to bring the umbrella to a lower or higher level is by

1. Taking the frame of the base first (turn the black knob counterclockwise and lift the frame up with 2 people until it comes of the center base pole) lifting the base (200Lbs)
2. Move the base with 4 people to a lower or higher location.
3. Lock the wheels when at the desired location (flat surface) and slide the frame over the center pole and turn the black knob clockwise as far as possible.

ROLLING THE UMBRELLA ON A FLAT SURFACE:

1. Close the canopy completely and use the Velcro to strap it together.
2. Turn off the brakes (locks) by lifting the lock part to the horizontal position on all 4 wheels.
3. When moving the base, we advise doing this with 2 people in a cautious manner.

!!! Make sure that hands, fingers, feet, and toes are not in the proximity of the wheels when moving the umbrella. This prevents dangerous situations that can cause injuries or amputations.

Never move the umbrella in case of wind, storm, lightning, rain or any form of bad weather conditions Keep children and animals clear of the area when moving the umbrella under all circumstances.

TIGHTEN THE SCREWS ON TOP OF THE BASE AFTER MOVING THE BASE

Rolling the base can cause the screws/bolts on top of the base to get looser. Please check that all screws are always tightened. To make sure, please tighten them every time you change the location of your umbrella and when you keep it in one place, check monthly and tighten if necessary.

KEEP BODY PARTS AWAY FROM MOVING PARTS OF SOMBRA UMBRELLA

Opening, closing, rotating, tilting and moving the Sombra umbrella implies moving parts. Please keep hands clear of all moving parts when operating the umbrella in any way.

Keep children clear of this area under all circumstances.

STORING AND USING THE PROTECTION COVER OF YOUR UMBRELLA

Your umbrella comes with a protection cover to protect your canopy from the elements and extend its lifespan. We advise to use it as much as possible to extend the lifespan of your umbrella. The protection cover comes with a zipper with a cord attached to it. Do not let children or pets play with the protection cover, zipper or cord under any circumstances, it is not a toy (choking hazard). When the protection cover is not in use, please keep it in a place that is not accessible for children or animals.

DARK COLORED FRAME

When you purchased the version with the dark colored frame (Lava Gray) please be cautious when touching the frame if it has been exposed to sunlight. Dark colors tend to attract sunlight and heat up as a result. Please make sure all users of the umbrella are informed. Make sure children or animals do not touch these parts when they have been exposed to sunlight.

NOTICE FOR PLASTIC BAGS

Your umbrella comes in a box and is wrapped in a long plastic bag. Please dispose of this bag and under no circumstances let children unattended with any cushions or bags as there is always a risk of suffocation.

NOTICE FOR USB CHARGING CORD

Your umbrella comes with a rechargeable, detachable Bluetooth speaker and LED light. The speaker - light comes with a power cord for charging. Never let kids or pets play with this cord as it is not a toy and can be dangerous and cause injury or death by suffocation. Always store the cord in safe place where children or pets cannot reach it.

CORNERS OF THE GRANITE UMBRELLA BASE AND WHEELS ARE SHARP

Keep minors clear of umbrella base under all circumstances. All corners of the base and wheels are sharp and can cause injury when bumped into or falling on the corners. Falling or running into them might even cause severe head trauma or result in death. It is the responsibility of the purchaser to make sure people are warned and liable.

WHEN NOT IN USE

When not in use by adults, always close the canopy completely. Never leave kids or pets unattended in the area of the umbrella.

WEATHER CONDITIONS

BELAMO cannot be held liable for damages to the umbrella, other goods, furniture or injuries to people caused by tipping or moving caused by any weather condition. This umbrella has not been rated for wind speeds and must be closed in case of windy conditions or when not in use.

WARNING STICKER ON THE SIDE OF THE UMBRELLA

The Umbrella has a weather-proof warning sticker attached on the side. Do not remove this warning sticker since it warns all people for dangerous situations that are to be prevented. The sticker makes it easier for the purchaser to show the danger, but the purchaser still has the responsibility to inform anyone of all dangers described in this caution letter.

TILTING THE UMBRELLA CANOPY

The SOMBRA umbrella can tilt backwards (large handle on pole) as well as sideways. Although the umbrella must be closed in windy conditions, we do want to emphasize that when wind is present, a tilted umbrella becomes a sail and is dangerous especially since it is not mounted to the ground and can cause the umbrella to move by itself or tip over causing damage to the umbrella, goods, home or may result in serious injuries or death. MINORS AND PEOPLE WHO HAVE NOT READ INSTRUCTIONS SHOULD NEVER OPERATE THE TILT FUNCTION.

ROTATING THE UMBRELLA CANOPY

The SOMBRA umbrella can rotate 360 degrees by using the crank handle in the lower hole in the pole (close to the base). Turning this handle makes the pole and as a result the canopy, turn 360°. Please make sure no objects, people or construction are in the turning area or can be hit with the canopy. This can cause damage to canopy, umbrella, goods, building or injuries to people.

MINORS AND PEOPLE WHO HAVE NOT READ INSTRUCTIONS SHOULD NEVER OPERATE THE ROTATING FUNCTION.

ADDING EXTRA WEIGHT

The unique base of the SOMBRA umbrella (granite 200Lbs with 4 wheels with locks) has a weight of almost 200Lbs that works as a counterweight to keep the umbrella standing. Although this weight is sufficient for this umbrella when all instructions and warnings are followed, the purchaser has the option to purchase a set of 2 extra granite tiles, especially designed for this umbrella base.

GENERAL WARNING

It is the full and sole responsibility of the purchaser of this product to inform any user of the SOMBRA UMBRELLA of the restrictions of this product. Please note that it is the full responsibility of the purchaser to inform anyone of these restrictions. When these restrictions are not followed, BELAMO waives all responsibility of the product for any damage, medical cost and other costs that resulted from this event.

BELAMO waives all responsibility of injuries or death caused by improper use of any goods other than the use the good is intended for. All warnings or cautions above are not just guidelines.

1. They are serious warnings to prevent accidents from happening.
2. They are information given to the customer to inform him/her of what the correct or incorrect use of a purchased item is.
3. They are information that all customers must pass on to all people using the items referred to or being around the items referred to.
4. They are a waiver to hand over full responsibility in mentioned situations to the owner of the item.
5. They are warnings about products that are just designed in the way they were designed, approved by the customer, and in such case of any damage to goods, people or animals, medical costs, death and other costs that resulted from any event mentioned above, for which the owner of the goods takes full responsibility because he/she states to be well informed.

I, the customer, state that I have read all *warnings*, and I am fully informed of my responsibility being the customer, in case any of the goods are being used in a way they were reasonably not intended for or situations as mentioned above might possibly happen. Communicating all the risks and health risks that could result in bodily injuries, material damage, fatal injuries or death to others using the umbrella is the full responsibility of the customer. As a result, he/she will inform family members, visitors and all others in using or misusing the item. The customer is hereby fully informed that all material and financial consequences of the foregoing warnings & risks not being followed are not the responsibility of the company.

If any of the recommendations, transfers of liability or warning issues above stated *conflict with* any regulations or laws, the regulation or law applicable is automatically applicable.

ADAPTATIONS AND MODIFICATIONS TO YOUR UMBRELLA like (but not limited to) anchoring, removing casters, removing base, bolting base in the ground, bolting frame in the ground or into any surface, cleaning with products other than recommended by BELAMO,... all make your warranty on the umbrella VOID and is not recommended as this may create risks to the owner, others and property that cannot be foreseen by BELAMO. The customer therefore assumes all risks created by him/her when he/she makes changes to the original set-up. (Original Set-up: On Flat surface: 4 BELAMO casters provided with locks that must be on (down position) + BELAMO Granite 198 LBS base provided, BELAMO Aluminum frame with 1 original crank handle that must be in the highest hole when not in use + BELAMO canopy provided and assembled + BELAMO protection cover provided + BELAMO light & speaker provided.)

12. TEAK WOOD: RECOMMENDATIONS & EXPLANATIONS regarding the characteristics & use of TEAK PRODUCTS.

Teak used to produce our furniture is made of pure teak. **The customer is guaranteed to have purchased a truly unique table**, and he/she has given this wood a second life.

Due to the nature of this product, each table has a unique and different structure, color variations and appearance. This shows that the uniqueness of teak and shows it is an organic and real product just like the tree it originated from. Therefore, variations in color, dark spots and structure are typical and original. In fact, this is what makes your table truly unique. Any returns or exchanges requested due to spots or color variations in the wood are not accepted.

With normal use and exposing the wood to changes in temperature and humidity thin cracks and openings can appear. In the event of this happening, please rest assured that this has **no effect on the quality of the table and will not influence the life span** in any way. In fact, this is what gives the charm and look to real wooden tables.

These sometimes-long cracks are referred to as “checks” (comparable to the openings in ceiling beams) which are considered showcasing the living of the wood. No treatment is needed, however a teak specialist can, if desired close these checks if desired.

Specific treatment is not required for the teak tabletops. The influence of humidity, rain & sun the wood will slowly turn your teak to a charming platina gray look. However, if you choose to prevent this from happening, the company offers a wide range of products to clean, protect, seal, prolong or change the color of the wood.

Please be advised to use the products in the correct order & way as described in the user’s manual. If you have any questions, please contact the company before using the products.

When cleaning the table, we recommend using warm (NOT hot) water with a little bit of green soap.

- **Never use a pressure washer** on teak!
- **Never use aggressive or strong detergents!**
- If you choose to use other products then the products offered by the company, we strongly advise you to first try them on a less visible place. (e.g. bottom side of the table).

The products available from the company for you to treat the tables are:

- * **Step 1: Teak Cleaner (cleans the wood of the table)**
- * **Step 2: Gray Teak (colors and protects the actual color of the wood table) ***
- * **Step 3: Teak Shield (protects the table for water or stains)**

Coloring with multiple layers will change the color more with each layer applied.

Dear customer, since the above recommendations and information on recycled and reclaimed teak refer to the characteristics of the wood, any complaints regarding the characteristics mentioned above will not be considered. Thank you for your comprehension.

13. PRODUCTS & SERVICES printed & online

The Companies’ website displays the current collections and catalog. The goal of the printed catalog and ads as well as the company website is to provide the customer photographs, measurements, fabrics information, occasional offers, & the general terms and conditions that are applicable with any purchase. All information given to the customer is a free service. Customers have the possibility to request information or clarifications by email for any product, service or conditions. (info@belamo-design.com)

Frame colors and material colors of any item may be different than seen by the customer on a computer screen or in the catalog. This difference in color is due to computer settings, screen settings or lighting in pictures (sunlight) that can be different. The customer agrees that a misinterpretation of the color on order is no ground for cancellation without a re-stocking fee. The customer takes full responsibility for item colors chosen and has the option to visit a showroom prior to purchasing to confirm the color choices. The company does everything in its power to provide the most accurate information and the best quality in pictures to give the customer a realistic idea of all goods looks and characteristics.

These General Conditions consist of 20 pages of which this is page number 20.

By signing, the customer agrees to have received a copy, has read and agrees to the foregoing.

DATE:

CUSTOMER SIGNATURE: