

# MAARCORA | WARRANTY OVERVIEW

Effective from the date of purchase

## WARRANTY COVERAGE

MAARCORA products are crafted with structural precision and long-term durability.

Each item is covered by the following warranty terms:

- Structural Frame: 5 years
- Coatings & Surface Finishes: 2 years
- Mounting & Support Components (including stands, ropes, hooks, and hanging systems): 2 years
- Applicable Product Lines: Hanging chairs, tables, stands, and SHARD panels

This warranty covers manufacturing defects and material faults under normal residential or commercial use.

## COMPONENT CERTIFICATION

MAARCORA hanging chairs include a Beal Rescue VLS 11.3 mm static rope (NFPA 1983-2012 standard),

with a breaking load of 36 kN and 43% sheath coverage - ensuring maximum safety and performance in suspension use.

## EXCLUSIONS

This warranty does not cover:

- Damage caused by misuse, neglect, impact, vandalism, or improper installation
- Extreme weather exposure without protective covering
- Unauthorized modifications or non-original replacement components
- Natural patina, fading, or surface marks from normal environmental exposure
- Damage caused by ropes or suspension systems not supplied by MAARCORA

## REMEDIES

If a defect is confirmed, MAARCORA may, at its discretion:

- Repair the product
- Replace it with a comparable item
- Offer a partial refund based on age and use

Proof of purchase and written notice of the issue within 14 days of discovery are required.

## HOW TO SUBMIT A CLAIM

Please provide:

- Proof of purchase
- Photos and description of the defect
- Installation location (if applicable)

Claims can be submitted via: [info@maarcora.com](mailto:info@maarcora.com)

## CARE & MAINTENANCE

- Clean annually using a soft brush and mild soapy water.
- Store indoors or cover during prolonged winter or severe weather.

## NOTE

This is a simplified warranty overview.

Full warranty terms are available upon request.