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RCLF PROCESS AND WARRANTY

OUR MISSION: TO PROVIDE THE OPTIMUM COMBINATION OF QUALITY SITE FURNISHINGS AND UNPARALLELED CUSTOMER SERVICE, AT THE INDUSTRY'S MOST COMPETITIVE PRICES.

OUR PROCESS: AT RENAISSANCE, WE KNOW THAT OUR SUCCESS DEPENDS ON THE DURABILITY AND THE BEAUTY OF OUR PRODUCTS. THEREFORE, WE ARE CONSTANTLY EXAMINING OUR MANUFACTURING PROCESSES TO ENSURE WE USE THE BEST METHODS POSSIBLE.

ALL OF OUR SITE FURNITURE BEGINS AS RECYCLED STEEL (OR OTHER METAL IF SPECIFIED). OUR SKILLED TEAM OF METAL-CRAFTERS CAREFULLY CONSTRUCTS THE PIECE TO MATCH YOUR INDIVIDUAL DESIGN NEEDS. AFTER CONSTRUCTION, THE ITEM IS SHOT-BLASTED TO REMOVE SLIGHT IMPERFECTIONS AND PREPARE IT FOR FINISHING.

FINALLY, WE PROVIDE A DURABLE EXTERIOR BY POWDER-COATING THE ITEM IN TWO STEPS. FIRST, A ZINC-RICH PRIMER IS APPLIED. AFTER HEATING THE PIECE TO SET THE PRIMER, WE APPLY YOUR CHOICE OF FINISH COLOR. THE PIECE GOES BACK INTO THE HEATING BOOTH AND EMERGES WITH A ROBUST LOOK THAT YOU WILL ENJOY FOR YEARS TO COME.

BEFORE OUR SITE FURNISHINGS ARE SHIPPED, WE EXAMINE EVERY CREATION TO ENSURE IT MEETS RENAISSANCE STANDARDS. BECAUSE IF IT FULFILLS OUR EXPECTATIONS, WE FEEL CONFIDENT THAT IT WILL MEET YOURS.

OUR GUARANTEE: THE RENAISSANCE TEAM WARRANTS THE QUALITY OF EVERY SITE AMENITY THAT LEAVES OUR FACTORY. IF THE PRODUCT IS INSTALLED ACCORDING TO OUR RECOMMENDATIONS, WE WILL GUARANTEE THE FRAME CONSTRUCTION FOR **THE LIFE** OF THE ITEM. ALL OTHER COMPONENTS ARE GUARANTEED FOR THREE YEARS AFTER SHIPMENT.

UNFORTUNATELY, WE ARE NOT ABLE TO GUARANTEE ITEMS WHICH HAVE BEEN ABUSED, MISUSED, VANDALIZED, IMPROPERLY INSTALLED OR REPAIRED/ALTERED BY ANYONE OTHER THAN RENAISSANCE.

SHOULD YOU NEED WARRANTY ASSISTANCE, CONTACT US, AND A RENAISSANCE SITE FURNISHINGS REPRESENTATIVE WILL EXAMINE THE ITEM FOR DEFECTS IN MATERIALS OR WORKMANSHIP. IF THE PRODUCT IS INDEED DEFECTIVE, WE WILL REPAIR OR REPLACE THE ITEM AT NO COST TO YOU.

OUR GOAL: SIMPLY PUT, OUR GOAL IS **YOUR COMPLETE SATISFACTION**. FROM DESIGN TO CONSTRUCTION TO DELIVERY, WE WANT OUR CLIENTS TO EXPERIENCE HASSLE-FREE SITE FURNITURE PURCHASING. OUR TEAM IS EAGER TO DESIGN AND CUSTOMIZE PRODUCTS TO FIT YOUR PLAN. WHEN YOU NEED SITE FURNISHINGS, IF YOU THINK OF RENAISSANCE SITE FURNISHINGS, WE'VE DONE OUR JOB. CONTACT US TODAY SO WE MAY HELP YOU...**BUILD THE OUTDOORS**.