

Warranty

Homecrest Outdoor Living is devoted to providing the consumer with industry leading comfort and quality. With over 50 years of experience in manufacturing outdoor furniture, we are widely known for our comfort, quality and style. Our suppliers, manufacturing team and sales personnel are devoted to making your experience with our products an enjoyable one.

Consumer Limited 15-year Warranty

Homecrest Outdoor Living's consumer warranty applies to Homecrest products used in a residential setting only. All warranty periods are based on the original purchaser's date of purchase, and are not transferable. Our warranties apply only to products shipped from the factory after January 1, 2008 (product codes ending in -08 or later). A copy of the original sales receipt and the product code must be submitted with all warranty claims (photos may also be required).

What Our Warranty Covers

15 years: Aluminum and steel frames are covered from structural failures for 15 years from date of purchase. If the frame fails during 15 years under normal usage, and is not the result of abuse or an "act of nature", Homecrest Outdoor Living will repair or replace the frame at the manufacturer's discretion. If replacement is required, and your original frame is no longer manufactured, we will replace it with a similar product. Homecrest Outdoor Living will pay the warranty freight the first year in the Continental U.S. Return of product will not be accepted without prior approval.

5 years: The warranty on painted frame surfaces covers against peeling, flaking or blistering for a period of 5 years. If the painted surface peels, flakes, or blisters and the furniture has been maintained per the recommended care and maintenance instructions, Homecrest Outdoor Living will repair or replace the frame at the manufacturer's discretion. If replacement is required, and your original product is no longer manufactured, we will replace with a similar product. Homecrest Outdoor Living will pay the warranty freight the first year in the Continental U.S. Return of product will not be accepted without prior approval.

3 years: Solid surface tabletops (excluding glass & acrylic) are warranted against structural failures, finish cracks, and blisters for 3 years when used in a residential setting. Failure to properly maintain the tabletop, or store it properly during inclement weather, will void the warranty. If the tabletop (other than glass or acrylic) fails, or the finish cracks or blisters during the warranty period, we will repair, refinish or replace the top. Homecrest Outdoor Living will pay the warranty freight the first year in the Continental U.S. Return of product will not be accepted without prior approval.

Vinyl strapping is warranted for 3 years from discoloration or breakage. In the unlikely event that the strap significantly discolors or breaks, Homecrest Outdoor Living will supply replacement strap (installation labor not included).

Glider bearing hangers are warranted for 3 years against failure. In the unlikely event a bearing hanger fails, Homecrest Outdoor Living will supply a replacement hanger (installation labor not included).

2 years: The fabrics used on our cushions, slings, umbrellas and pneumatic gas cylinder are warranted for 2 years against tearing, discoloration or fading when maintained per the recommended care and maintenance instructions. In the event replacement is required, Homecrest Outdoor Living will replace the cushion, sling or umbrella canopy with the same, if available, or comparable fabric based on manufacturers discretion (installation labor not included). Homecrest Outdoor Living will pay the warranty freight the first year in the Continental U.S. Return of product will not be accepted without prior approval.

1 year: The warranty of the finish on coiled steel spring rocker mechanisms, plastic parts, flex plates, glides, swivel inserts, metal umbrellas, cord and umbrella base is for 1 year from the date of purchase when maintained per the recommended care and maintenance instructions. Homecrest Outdoor Living will repair or replace the frame at the manufacturer's discretion. If replacement is required, and your original product is no longer available, we will replace with a similar product. Crystal fire burners (24" Round and 12"x24") are warranted to be free from defects in material and workmanship for a period of one year from the date of purchase. The warranty is limited to the replacement or repair of defective components or workmanship. If replacement is required, and your original product is no longer available, we will replace it with a similar product (with limited lifetime on steel parts).

What Our Warranty Does Not Cover

- Failure caused by misuse or lack of appropriate care and maintenance of the products. Refer to the General Maintenance and Cleaning Instructions.
- Damage caused by caustic chemicals and/or power washers.
- Warranty on product shipped from the factory prior to 1/1/2008.
- Glass and Acrylic table tops.
- Normal fading of fabrics, straps, and painted surfaces.
- Bursting and cracking of tubing & extrusion caused by exposure to moisture and freezing temperatures.
- Damage caused by "Acts of Nature."
- Return freight after one year
- Set replacement or replacement beyond failed product.
- Salt water exposure – Due to the demands of salt air, weekly cleaning and quarterly waxing of painted surfaces must be maintained to prevent finish blisters and corrosion. Failure to carefully follow our care and maintenance instructions will void the warranty.

Freight

All Homecrest Outdoor Living Furniture is delivered to the carrier in factory new condition. Claims for damage or losses that occur during shipping must be noted at the time of delivery and filed with Homecrest.

HOMECREST™
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