

# HOMECREST LIMITED WARRANTIES

Product must be registered at [www.myhomecrest.com](http://www.myhomecrest.com) to activate warranty.

Homecrest Outdoor Living, LLC (Homecrest) is devoted to providing the consumer with industry leading comfort and quality. With over 60 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.

Homecrest's Residential Limited Warranties apply to Homecrest products used in a residential setting only. Homecrest's Commercial Limited Warranties apply to Homecrest products used in a commercial 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). The purchaser must comply with the required warranty registration as explained. There is no warranty in existence if there is failure to register. Product must be registered at [www.myhomecrest.com](http://www.myhomecrest.com) within 60 days of purchase for warranty to be activated. A copy of the original sales receipt and the product code must be submitted with all warranty claims (photos may also be required). Any repair of the Product undertaken without prior written authorization from Homecrest will void this warranty. Warranty for any refinished or replaced product shall be only for the remainder of the warranty period applicable to the original product.

**THESE LIMITED WARRANTIES ARE IN LIEU OF ALL OTHER EXPRESS OR IMPLIED WARRANTIES AND EXPRESS THE SOLE AND EXCLUSIVE LIABILITY OF HOMECREST EXCEPT AS EXPRESSLY STATED HEREIN, THERE ARE NO OTHER WARRANTIES OR GUARANTEES ORAL OR WRITTEN EXPRESS OR IMPLIED FROM ANY COURSE OF DEALING OR USAGE OF TRADE AND ALL SUCH IMPLIED WARRANTIES, INCLUDING ANY WARRANTIES OF MERCHANTABILITY OR FITNESS FOR INTENDED PURPOSE ARE EXPRESSLY DISCLAIMED. THESE LIMITED WARRANTIES MAY NOT BE MODIFIED, EXTENDED OR ENLARGED BY ANY REPRESENTATIVE OF HOMECREST OR INTERMEDIATE SALES ASSOCIATE OR AGENT.**

These warranties give you specific legal rights. You may also have other rights which may vary from state to state. Some states do not allow the exclusion or limitation of incidental or consequential damages so the above limitations or exclusions may not apply to you.

## WHAT OUR WARRANTIES COVER

**Aluminum and Steel Frames (structural failures) and HDPE surfaces | 15 years residential and 5 years commercial |** Aluminum and steel frames are covered from structural failures for 15 years from date of purchase in a residential setting and five years in a commercial setting. HDPE surfaces (table tops and benches) are covered from significant warpage and structural failures for 15 years from date of purchase in a residential setting and five years in a commercial setting. If the frame or HDPE surface fails, or HDPE surface significantly warps, during the 15 years in a residential setting and five years in a commercial setting under normal usage, and is not the result of abuse or an act of God, Homecrest will repair or replace the frame, or the HDPE component, at the manufacturer's discretion. If replacement is required, and your original frame or HDPE surface is no longer manufactured, we will replace it with a similar product. Homecrest will pay the warranty freight if within the first year in the Continental United States. Return of product will not be accepted without prior written approval.

**Painted Surfaces (peeling, flaking, or blistering) | 5 years residential and commercial |** Painted frame surfaces are covered against peeling, flaking or blistering for a period of five years for both residential and commercial settings. If the painted surface peels, flakes, or blisters and the furniture has been maintained per the recommended care and maintenance instructions, Homecrest 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 will pay the warranty freight if within the first year in the Continental United States. Return of product will not be accepted without prior written approval.

**Double Layer Slings and Padded Slings | 5 years residential and 2 years commercial |** The fabrics used on our double layer slings and padded slings are warranted against tearing, discoloration, or excessive fading for five years in a residential setting and two years in a commercial setting when maintained per the recommended care and maintenance instructions. In the event a replacement is required, Homecrest will replace the double layer sling or padded sling with the same, or comparable, fabric based on manufacturer's discretion (installation labor not included). Homecrest will pay the warranty freight if within the first year in the Continental United States. Return of product will not be accepted without prior written approval. Double layer slings and padded slings residential five-year and commercial two-year warranties are valid on product purchased after March 1, 2017. Product purchased prior to March 1, 2017, but after January 1, 2008 carry a two-year warranty from date of purchase.

**Solid Surface Table Tops | 3 years residential and 1 year commercial |** Solid surface table tops (i.e. Natural Series table tops) are warranted against structural failures, finish cracks and blisters for three years when used in a residential setting and one year in a commercial setting. Failure to properly maintain the table top, or store it properly during inclement weather, will void the warranty. If the table top (other than glass) fails, or the finish cracks or blisters during the warranty period, we will repair, refinish or replace the top. Homecrest will pay the warranty freight if within the first year in the Continental United States. Return of product will not be accepted without prior written approval.

**Vinyl Straps | 3 years residential and 1 year commercial |** Vinyl strapping is warranted from discoloration or breakage for three years in a residential setting and one year in a commercial setting. In the unlikely event that the strap significantly discolors or breaks, Homecrest will supply replacement

strap (installation labor not included). Glider bearing hangers are warranted for three years against failure in a residential setting and one year in a commercial setting. In the unlikely event a bearing hanger fails, Homecrest will supply a replacement hanger (installation labor not included).

**Woven | 3 years residential and 1 year commercial |** Homecrest Woven products are covered against fading, cracking and structural failure for three years in a residential setting and one year in a commercial setting. In the event a replacement is required, Homecrest will replace the woven basket or side panel (installation labor not included). If replacement is required, and your original product is no longer available, we will replace it with a similar product based on manufacturer's discretion (installation labor not included). Homecrest will pay the warranty freight if within the first year in the Continental United States. Return of product will not be accepted without prior written approval.

**Single Layer Slings, Cushions, and Umbrella Canopies | 2 years residential and 1 year commercial |** The fabrics used on our cushions, single layer slings, Airo<sup>2</sup> and umbrella canopies are warranted against tearing, discoloration or excessive fading for two years in a residential setting and one year in a commercial setting when maintained per the recommended care and maintenance instructions. In the event replacement is required, Homecrest will replace the cushion, single layer sling or umbrella canopy with the same (if available) or comparable fabric based on manufacturer's discretion (installation labor not included). Homecrest will pay the warranty freight if within the first year in the Continental United States. Return of product will not be accepted without prior written approval. Airo<sup>2</sup> is a single layer sling.

**Fire Table Burners | 2 years residential and 1 year commercial |** Crystal fire burners (24" round and 12" x 24") are warranted to be free from defects in material and workmanship for a period of two years from the date of purchase in a residential setting and one year in a commercial setting. The warranty is limited to the replacement or repair of defective components or workmanship. Homecrest will pay the warranty freight if within the first year in the Continental United States. Return of product will not be accepted without prior written approval. If replacement is required, and your original product is no longer available, we will replace it with a similar product.

**Miscellaneous Items | 1 year residential and commercial |** 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 warranted for one year in a residential and commercial setting from the date of purchase when maintained per the recommended care and maintenance instructions. Homecrest will repair or replace the product at the manufacturer's discretion. Homecrest will pay the warranty freight if within the first year in the Continental United States. Return of product will not be accepted without prior written approval. If replacement is required, and your original product is no longer available, we will replace with a similar product.

**Replacement Program | 1 year residential and commercial |** All purchased slings, cushions and parts, etc. bought online through [www.homecrest.com](http://www.homecrest.com) or through a retailer carry a one-year warranty from date of purchase.

## **WHAT OUR WARRANTIES DO NOT COVER**

These Limited Warranties are restricted to failures resulting only from normal usage and natural weathering and will not cover damage or failure of product attributable to:

- Acts of God, falling objects, fire, explosions, external forces or any similar physical damage.
- Failure caused by misuse or lack of appropriate care and maintenance of the products. Refer to the care and maintenance instructions.
- Damage caused by caustic chemicals and/or power washers.
- Products shipped from the previous factory prior to 1/1/2008.
- Glass and acrylic table tops.
- Vinyl furniture covers.
- Showroom samples and factory outlet purchases.
- Normal fading of fabrics, straps and painted surfaces.
- Bursting and cracking of tubing and extrusion caused by exposure to moisture and freezing temperatures.
- Return freight after one year.
- 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.

## **CLAIMS PROCEDURE**

In the event that a warranty claim file needs to be opened, contact your local Homecrest retailer to facilitate the process. If a local retailer is not available, you may also contact Homecrest via our website by going to [www.myhomecrest.com](http://www.myhomecrest.com). Warranty for any refinished or replaced product shall be only for the remainder of the warranty period applicable to the original product. During the warranty process, you may be required to either return the defective merchandise or provide proof of destruction. Working through your local retailer is highly recommended, when possible. Many of our retailers can fix and/or handle issues immediately, saving you both time and expense in the warranty process.

## **FREIGHT**

All Homecrest 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. Send written notice of the claimed condition to: Homecrest Outdoor Living, LLC, 1250 Homecrest Avenue, Wadena, MN 56482.