

# 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. All 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 warranties 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 (excluding Umbrella frames) | 15 years residential and 5 years commercial** | Aluminum and steel frames are covered from structural failures for 15 years residential use and 5 years commercial usage. If the frame fails during the 15 years residential use and 5 years commercial usage under normal usage, and is not the result of abuse or an act of God, Homecrest 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 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.

**HDPE Surfaces | 15 years residential and 5 years commercial** | HDPE surfaces (table tops and benches) are covered from significant warpage and structural failures for 15 years from date of purchase residential use and 5 years commercial usage. If the frame or HDPE surface fails, or HDPE surface significantly warps, during the 15 years residential use and 5 years commercial usage 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 5 years for both residential and commercial usage. 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 5 years residential use and 2 years commercial usage 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 5 year residential and 2 year commercial warranties are valid on product purchased after March 1, 2017.

**Umbrella Frames | 3 years residential and commercial** | The frame structure of Homecrest Soren, Arbor, and Market umbrellas are covered from structural failures for 3 years for both residential and commercial usage. Warranty includes manufacturer defects to the notch, runner, center pole, and skeleton structure. Warranty DOES NOT INCLUDE damages sustained to these umbrella frames while in any degree of tilt. Homecrest will repair, replace, or provide replacement parts at the manufacturer's discretion. If replacement is required, and your original product 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. This warranty is not valid on umbrella frames purchased prior to September 1, 2020.

**Natural Series Table Tops | 3 years residential and 1 year commercial** | Natural Series table tops are warranted against structural failures, finish cracks, and blisters for 3 years residential use and 1 year commercial usage. 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 3 years residential use and 1 year commercial usage. 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 against failure for 3 years residential use and 1 year commercial usage. 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 3 years residential use and 1 year commercial usage. 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.

**Cushions | 2 years residential and 1 year commercial** | The fabrics used on our cushions are warranted against tearing, discoloration, or excessive fading for 2 years residential use and 1 year commercial usage when maintained per the recommended care and maintenance instructions. In the event replacement is required, Homecrest will replace the cushion with the same (if available) or comparable fabric based on manufacturers 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.

**Umbrella Canopies | 10 and 5 years residential and 7 and 2 years commercial** | Umbrellas manufactured with Recacril fabric are warranted for 10 years residential use and 7 years commercial usage when maintained per the recommended care and maintenance instructions. All other upholstery grade fabrics will carry a warranty of 5 years residential use and 2 years commercial usage when maintained per the recommended care and maintenance instructions. In the event replacement is required, Homecrest will replace the 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.

**Fire Table Burners | 2 years residential and 1 year commercial** | Crystal fire burners (24" round and 12" x 24") are warranted for a period of 2 years residential use and 1 year commercial usage. 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 finish on coiled steel spring rocker mechanisms, plastic parts, flex plates, glides, swivel inserts, and umbrella bases is warranted for 1 year for both residential and commercial usage 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 slings, cushions, and parts, etc. purchased online through [www.homecrest.com](http://www.homecrest.com) or through a retailer carry a 1 year warranty from date of purchase when maintained per the recommended care and maintenance instructions. In the event replacement is required, Homecrest will replace the product 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.

## 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 (including rust). Refer to the care and maintenance instructions.
- Damage caused by caustic chemicals and/or power washers.
- Products shipped from the previous factory prior to January 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/commercial dealer to facilitate the process. If a local retailer/commercial dealer 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/commercial dealer is highly recommended, when possible. Many of our retailers/commercial dealers 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.