

We're proud of the furniture we make, and confident that it will last. That's why we offer an industry-leading 15-year residential warranty on all cast aluminum furniture frames we sell, along with an impressive 3-year warranty for commercial customers.

RESIDENTIAL 15 YEAR LIMITED WARRANTY

Most of our competitors offer a 5-year residential warranty. At Heritage Outdoor Living, we have enough confidence in the quality of our furniture to offer a 15-year residential warranty on the structure of our furniture. This allows our customers to purchase Heritage Outdoor Living furniture with the confidence that it will last for more than a decade of everyday use.

Product Coverage

Heritage Outdoor Living warrants to the original purchaser that the furniture is free from defects in material and workmanship. The furniture frame warranty lasts for a period of fifteen (15) years from the date of original purchase. The furniture powder coat finish warranty lasts for a period of three (1) years from the date of original purchase.

Please note and understand that hand-applied finishes are unique, therefore fading and wearing of these finishes are not covered in this warranty. The fabrics, cushion fill materials, stone tabletops, and other furniture accessories and parts warranty lasts for a period of one (1) year from the date of original purchase date. Wicker products are warranted against manufacturer's defect for (3) years from original purchase date.

Heritage Outdoor Living is not responsible for the cost of the freight/shipping costs of replaced product.

Coverage Details

If the furniture frame fails structurally or if the finish cracks, peels or blisters, Heritage Outdoor Living will, at its option, repair or replace the frame or part in the original style and finish whenever possible. However, if the original style or finish is no longer available Heritage Outdoor Living will substitute product of equal value in a similar style and/or finish.

What Is Not Covered

The Heritage Outdoor Living warranty does not cover and is void if damage occurs from shipping, improper handling, unreasonable or abusive use, acts

of nature or God, normal wear and tear, fading of the frame finish, fading of vinyl and stone, pitting or chipping, harsh cleaning solutions, sun screen and tanning lotions, freezing, mildew/mold, staining, wind, rain, sun, hail or snow, table top breakage, zippers, chair and table glide wear, fabric/wicker stretching and fading, over tightening of hardware, and failure to provide responsible care and maintenance for the product (especially at indoor pool and seaside use).

Claim Procedure

The warranty claim must be made by the original purchaser through the authorized retailer of record. The product or pictures must be provided, if requested, to Heritage Outdoor Living or its' authorized representative. Proof of purchase and return goods authorization are necessary.

Care & Maintenance

Please refer to the Care & Maintenance information for proper guidelines regarding all Heritage Outdoor Living products. Failure to follow these guidelines can void the warranty.

Heritage Outdoor Living is not responsible for any other costs; consequential or incidental damages resulting from any defect in the product.

This warranty gives you specific legal rights and you may also have other legal rights granted by your state of residence.