



Questions, problems, missing parts? Before returning to the store,
call Hampton Bay Customer Service
8.00 a.m. – 6.00 p.m., EST, Monday-Friday

1-855-HD-HAMPTON
HAMPTONBAY.COM

Limited Warranties– Furniture Division

Aluminum Frame

Aluminum frames are warranted to be free from defects in material or workmanship for a period of five (5) years.

Steel Frame

Steel frames are warranted to be free from defects in material or workmanship for a period of one (2) year. General rusting of steel products and frames as a result of exposure to the elements are not covered in this warranty.

Fabric

Fabrics are guaranteed for a period of one (2) year against separation at the seams.

Resin Wicker

Wicker weave is guaranteed for a period of one (2) year against separation or tearing.

Finish

Paint finish is guaranteed against peeling, cracking, or blistering for a period of one (2) year provided the item has not been scratched or abraded. Scratches and chips resulting from normal wear and tear are not covered. Fading resulting from exposure to elements is not covered.

Umbrella

Umbrella frames are warranted to be free from defects in material or workmanship for a period of one (1) year. Umbrella bases are not covered.

Exclusions – Furniture Division

Hampton Bay (Home Depot) warrants to the original purchaser only, that parts will be free from any defects in materials or workmanship. Third party purchases are excluded from the warranty. This warranty will cover requests for shipping damages or missing parts found at the time of purchase only. Damaged/defective and missing parts will require a proof of purchase (register receipt or online order confirmation) as well as photos showing the damaged/ defective parts in order to place a claim. Please contact Hampton Bay customer service to request parts under the warranty.

After claims for damaged/defective or missing parts within the warranty time frame have been verified, Hampton Bay customer service will process the claim through the manufacture Pacific Casual. Pacific Casual will ship all warranty replacement parts from their warehouse in California at no charge. In the event the model is no longer available Home Depot and Pacific Casual reserve the right to substitute items of our choice similar to style, quality and cost. In no event shall warranty replacements sent exceed the value of the original purchase.

This warranty excludes the following: general frame rusting; glass breakage; acts of nature (i.e. wind, fire or freeze); damage caused by improper assembly, accident, disaster, misuse, abuse, negligence and commercial use; discoloration or fading of the finish or fabric as a result of exposure to the elements.

As some states do not allow exclusions or limitations on an implied warranty, the above exclusions and limitations may not apply. This warranty gives you specific rights, and you may also have other rights which vary from state to state.