

Frequently Asked Questions

Question	Answer
I am missing a required part for assembly, what do I do?	<ul style="list-style-type: none">□ Do not return the set to the store. Contact Hampton Bay Customer Care at 855-434-2678 to get a replacement part sent to you free of charge.
The holes in the leg don't line up with the pre-drilled holes in the seat assembly of the chair. What should I do?	<ul style="list-style-type: none">□ Make sure you haven't tightened ANY screws while attaching the seat assembly to each leg and the support tube until all screws been positioned. Tightening any screw prior to getting all positioned will make it more difficult to line up any remaining holes.□ For more tips, please see our step by step BILT video instruction. Download BILT in App store and search for Crestridge.□ If the holes still don't line up, contact Hampton Bay Customer Care at 855-434-2678 to get a replacement part sent to you free of charge.
The seat assembly appears to be warped. Can I still assemble the chair?	<ul style="list-style-type: none">□ Yes, with the use of some force you can reorient the seat assembly into position and assemble the chair. If it still doesn't allow for assembly, contact Hampton Bay Customer Care at 855-434-2678 to get a replacement part sent to you free of charge.
I was able to line up the holes and assemble the chair, but it wobbles. Why is this happening?	<ul style="list-style-type: none">□ This often happens when you tighten the screws on one side completely prior to tightening the screws on the opposite side. To avoid this, alternate tightening of the screws. First start on the left leg, then tighten a screw on a right side. Repeat this process and it should resolve this issue.