

Home Creations

Residential Warranty Information

This warranty applies to the original purchaser for products used exclusively in a residential setting. A valid retail receipt is required for all warranty claims.

1. HDPE Material Warranty (10 Years)

- Coverage:** High-Density Polyethylene (HDPE) material is warranted against material defects, cracking, delamination, rotting, and structural damage from insects under normal use conditions.

- Duration:** 10 years from the original purchase date.

2. Non-HDPE Parts Warranty (3 Years Residential Use)

- Metal Frames:** Welds and joints are warranted against breaking or cracking. The powder coat finish is warranted against peeling.

- Hardware:** Hardware is warranted against breaking.

- Sling/Cushions:** Fabric is warranted against tearing, mildewing, or excessive fading.

- Duration:** 3 years from the original purchase date, under normal residential use conditions.

Important Notes:

- This warranty is not applicable to commercial use.
- Coverage is effective from the date of original purchase.
- A valid receipt from the retailer of purchase is mandatory to make a claim.

Home Creations

Residential Warranty Information

HDPE Limited Product Warranty Exclusions - Home Creations

Home Creations is not responsible for or liable for any failure, defect, or damage resulting from the following:

•Fading, Color Change, or Color Match:

- This includes any fading, color changes, or issues with color matching, particularly those caused by exposure to direct sunlight, which can lead to fading in all colors to some degree.
- To minimize potential fading, keep the product covered when not in use.
- Home Creations reserves the right to modify or discontinue any product line or color without notifying the original purchaser if the original product is unavailable, and may provide replacement material of equal value or quality.

•Hardware:

- Rust or corrosion of stainless steel or zinc-coated steel hardware is not covered.

•Metal Frame:

- Rust or corrosion of steel frames is excluded.

•Abnormal Use:

- Damage caused by abnormal use of products is not covered.

•Improper Assembly:

- Defects caused by improper assembly are excluded from the warranty.

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Residential Warranty Information

- Assembly or handling of products after they leave our factory, including any lack of performance or improper performance in any way by the dealer or assembler
- The application of paint, varnish or other coating or chemical not approved by Home Creations or the application of heat or radiation from an external source, such as a barbecue grill, another appliance, fire or reflection from windows or doors
- Any lack of compatibility between our products and any other product not manufactured by us that causes damage to or failure of our products
- Labor, transportation or assembly costs
- Damage caused by, among other things, use of incompatible accessories, intentional acts, unreasonable use, misuse, physical abuse, vandalism, riot, insurrection or civil disorder, accidents or corrosive atmospheres (such as those contaminated by acid rain, harmful chemicals or vapors), or any act of God (such as fire, flooding, hurricane, earthquake, tornado, lightning, ice, etc.), environmental condition (such as air pollution, mold, mildew, etc.), staining from foreign substances (such as dirt, grease, oil, etc.), or normal weathering (defined as exposure to sunlight, weather and atmosphere which may cause any colored surface to gradually fade, darken, chalk, or accumulate dirt or stains)
- Assembly of hardware, accessory items or defects caused by their assembly