

Warranty Information

LuxCraft products have a limited lifetime warranty on residential use or five (5) years on commercial use.

The warranty is effective starting on the date of purchase. At its option, LuxCraft will repair or replace the product without charge, providing our inspection indicates that an original defect exists. Should LuxCraft choose to replace the product, and the product is no longer available at the time warranty service is required, a substitution of similar performance and equal or greater value will be made. The poly material used in LuxCraft has UV stabilizers compounded into it, making it resistant, but not impervious, to fading. Change in color or staining caused by sunlight or other foreign substances is not covered under this warranty. Some expansion and contraction is to be expected during changes in humidity and temperature. The foregoing shall not be considered defects in materials or workmanship and are not covered under this warranty. Stainless steel fasteners are warranted not to fail structurally for the applicable warranty period. Stainless steel may rust in certain extreme conditions (such as coastal areas) if not maintained. Polyethylene is a synthetic product and may scratch. This warranty also does not cover scratching of polyethylene.

Cushions are warranted to be free of original defects in workmanship and material for a period of one (1) year of residential use and are not warranted for commercial use. Compression of cushions shall not be considered a defect in materials and workmanship and is not covered under this warranty.

Your claim must explain the nature of the original defect and include your name, address, and telephone number. In the event of a non-warranty repair, you will receive a written estimate prior to any repair work being performed. This warranty gives you specific legal rights, and you may have other rights which vary from state to state. As defined by federal law, this is a limited warranty.

For an official copy of the warranty, please contact LuxCraft customer service.