

COMPONENT	WARRANTY PERIOD	SCOPE
<b>Furniture</b>	<b>Crystal Harbor:</b> 3 Years (Residential Use only)	Free from workmanship or material defects.
<b>Stainless Steel Hardware</b>	3 Years	Will not break.

## **General Warranty Conditions**

- Proof of purchase is required to process warranty (i.e. receipt, invoice). The original purchaser is responsible for providing proof of purchase, pictures of the defect and a written description. Possible solutions are replacement or repair of the defective furniture, replacement or repair of defective component, or authorized repairs by a third party. Warranty claims may be submitted to any of our authorized dealers or directly to CRP. Once the documentation has been received and evaluated, the customer will be notified of the solution.
- If you need to file a claim, you can notify us via the [contact form on our website](#)
- Except for the warranties set forth herein, CRP makes no representation, condition or warranty whatsoever with respect to the products, including any condition or warranty of merchantability or fitness for a particular purpose whether arising by law, course of dealing, course of performance, usage of trade or otherwise.

## **Stainless Steel Hardware**

Stainless steel hardware is warranted not to structurally fail for a period of up to five years for residential use (from date of purchase).

## **Exclusions**

The following items are specifically excluded from this warranty and CRP shall not be liable for any failure, defect or damage resulting from or connected with the following:

- Fading, color change or color match. CRP lumber is made with UV-stabilizers to minimize fading; however, upon exposure to the sun, all colors will fade to some degree, with some colours fading more than others, including red. To minimize possible fading, keep product covered, utilize cushions where applicable, minimize direct sunlight by storing product when not in use.
- Color or pattern variance between any new replacement section or pieces and other sections or pieces.
- Some expansion and contraction of the material is to be expected due to extreme changes in humidity and temperature. **CRP does not recommend the use of pressure washers.** Please refer to our Product Care/Maintenance Instructions.
- 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. For more information on proper assembly, please visit our website.
- Abnormal use of products.
- The application of paint, varnish or other coating or chemical not approved by CRP or the application of heat or radiation from an external source (such as a barbecue grill or another electrical or gas 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.
- Post-delivery labor, transportation or assembly costs.
- Damage caused by, among other things, use of incompatible accessories, intentional acts, unreasonable use, misuse, physical, abuse, permanent deformation or destruction by human or animal, 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.
- We reserve the right to discontinue or modify any product line or color without notifying the Purchaser. If the original product is not available, we retain the right to choose to provide replacement material of equal value or quality.
- Proper maintenance of your product is required to support the benefits of this warranty. This warranty is voided if there are indications of abuse or neglect to the furniture.
- This warranty does not apply to normal wear and tear effects on CRP products, which are received by regular use of the products.

## **Returns**

We want you to be overjoyed with your new purchase. If for any reason you are unsatisfied with a product you can notify us via the contact form on our [website](#) and our team will provide all the details for initiating a return. We are only able to accept returned items that are in original packaging and like-new condition. This means that products with any scratches, stains, damages, or modifications cannot be returned. Please note that Standard Shipping and White Glove Shipping charges from the original order are not able to be refunded once these services have been provided by the carrier.

If the return is due to customer remorse, the return shipment will need to be independently arranged, and all associated costs covered by the customer. The products need to be received back to our warehouse within 30 days from the delivery or pick-up date. As soon as the returned product(s) are received back to our warehouse in good condition our team will issue your refund. To process your return as quickly as possible we ask that your order number be clearly marked on all boxes for our warehouse team. We are only able to issue refunds via the original method used for payment on the order. If the original method of payment is no longer available, we would be happy to issue a store credit equal to the amount of the refund. Custom orders, products marked as Final Sale, and any part(s) orders are not able to be returned or refunded. Any item marked as "Final Sale" is not covered by our usual CRP Limited Warranty

**This warranty is only applicable and enforceable for products purchased and sold in Canada and United States of America on or after September 1st, 2018. Subject to CRP inspection and/or assessment.**