

ECCB Outdoor Warranty

Poly Lumber Manufacturer's Warranty

Warranty is to the original purchaser that the Poly Lumber used in our products will not rot, splinter, decay, or suffer from manufacturing defect for a period of five years of commercial use, and throughout the lifetime of the original purchaser for residential use. This warranty is non-transferrable, and is subject to the terms and conditions listed below. If the product is found to be defective, we will, in our sole discretion, repair or replace the defective products, or refund your full purchase price for the products only; labor for assembly and/or installation is not covered under this warranty, and no compensation will be provided. If the product is no longer in production, then we may, at our sole discretion, choose to replace the product with one of equal value.

Manufacturer does not warranty against, and will not be held liable for, any failure, defect, or damage that results from the following:

- Fading. Our Poly Lumber products are made with UV inhibitors that slow fading over time. However, all colors will fade to some degree when exposed to direct sunlight. Keeping the chair covered when not in use will reduce the amount of fading and extend the color life.
- Rust or corrosion of the stainless steel hardware.
- Improper assembly of the product.
- Abuse or neglect of the product.
- Misuse of the product, or use in a way that is not intended by the manufacturer.
- Normal wear from regular use of the product.
- Painting or applying any coating not expressly approved by the manufacturer.
- Defects in the product resulting from heat or radiation from an external source like a grill or firepit.
- Defects in the product resulting from the concentration of sunlight onto the product surface such as a window reflecting onto the chair.

Aluminum Frame Warranty

Outdoor Aluminum Frames are warranted not to break, crack, or suffer from manufacturing defect for a period of 1 year from the date of original purchase.

To Make a Warranty Claim

If you have a warranty claim, please submit (i) proof of purchase and purchase price, (ii) a photograph of the product depicting the defect, and (iii) a written description of defects. Send warranty claim by mail to Service Department, ECCB Outdoor Inc, 966 Perry Highway, Mercer, PA 16137. No repairs or refunds will be made prior to the warranty claim. After we receive and validate the warranty claim, we may, at our discretion, either repair or replace the furniture.

Limitation of Liability

Purchaser agrees that ECCB Outdoors's entire liability shall not exceed the purchase price paid for the product. Under no circumstances shall ECCB Outdoor be liable for any economic damages that arise due to the use of our product. This limited warranty shall not be amended or altered except in writing and signed by us.

What this Warranty Covers

This warranty covers products manufactured by ECCB Outdoor only.

Please remember that certain use of the product will affect its warranty. Indoor items that carry a warranty are only warranted under indoor use, and outdoor items are only warranted under outdoor use, as indoor products tend to be used more often. Also, many items have parts that wear out more easily, such as the swivels in our bar stools, and those wear items may not be covered under warranty. Please be careful when assembling your products, because we cannot guarantee an item if it was mis-assembled or damaged during assembly. When you purchase an item, please ask what maintenance you will need to perform to that item in order to guarantee the warranty offered on your new product(s), because we ask that you properly clean and maintain any items you purchase from us based on the manufacturer's recommendation.

Parts & Replacements

We recognize you may need assistance with product components or replacements, so we have staff dedicated to serving you in a Parts & Replacements Department. Please email your concerns or needs directly to them at support@eccboutdoor.com. If it is an urgent matter, please state that in your email and include a phone number where you can be reached. Staff read and reply to emails during regular business hours, Monday thru Friday, 9 a.m. to 5 p.m. Eastern standard time.

It is assumed that you have read and understood our policies before you place an order.
