



East at Main's Limited Manufacturer's Warranty

What is covered under this limited warranty?

This warranty covers manufacturer's defect that might result in poor craftsmanship.

What are the conditions for the limited Manufacturer's Warranty?

The manufacturer's warranty is valid for one year from the date of purchase. The receipt of purchase as well as images showing any defects are required for any warranty claims.

Exclusions:

The limited manufacturer's warranty does not apply to products that have been stored or assembled incorrectly, used inappropriately, abused, misused, altered, or cleaned with improper methods or products. The warranty does not cover normal wear and tear, cuts or scratches, or damage caused by impacts or accidents. The warranty does not apply to any products placed outside or in a humid environment unless specifically approved for outdoor use. The warranty does not apply to any items used for commercial purposes. The warranty only covers orders shipped within the contiguous United States. All warranties are nontransferable.

To be eligible to claim the manufacturer's warranty all specific care instructions must be followed including but not limited to the conditioning of any products crafted from teak.

How to reach us if you need service:

Send a copy of your receipt of purchase as well as photos of any defects to ordersupport@eastatmain.com. An East at Main customer service associate will be in contact within 3-5 business days with any further instructions.

Effective 2/27/2017

What will be done to correct the problem?

East at Main will examine the provided images and decide if it is covered under the manufacturer's warranty. East at Main will then replace the product with the same or a comparable product. If the item is no longer sold by East at Main, East at Main will provide an appropriate replacement. East at Main will decide at its discretion, what will constitute an appropriate replacement. East at Main is not responsible for the disposal of any defective products.