

Warranties and Returns

QUALITY GUARANTEE: We stand behind the quality of our products. If you are not completely satisfied with our quality, please submit a claim within 30 days of receipt for a credit, replacement, or exchange.

FREIGHT CLAIMS: If your order is shipped with an Uttermost carrier, we take responsibility for any shipping damage that might occur as well as the handling of freight claims. Please submit a claim within 5 days, and we will resolve it to your satisfaction.

RETURNS: If you wish to receive a credit for a defective or damaged product, the credit must be authorized and will be issued as soon as the defective or damaged product is received back at our Distribution Center.

CUSTOMER REMORSE: Authorized returns of first-quality merchandise are subject to a 25% restocking fee and must be received back in their original pack and resalable condition. The customer has to notify Uttermost of the request within 30 days of receiving.

REVELATION FABRIC PROGRAM: Revelation fabric option items are custom items and can not under any circumstances be canceled or returned for customer remorse.

Outdoor

Warranty Coverage

Limited Warranty

Uttermost Co. (“we,” “our,” or “the Company”) guarantees our residential outdoor furniture to be free from defects in materials and craftsmanship under normal residential use for a period of three (3) years from the original date of purchase from an authorized customer. Please refer to material-specific exceptions and exclusions below.

This limited warranty applies only to furniture used in private residential settings. It will be void if the product is used in any commercial environment.

Frame Warranty

The frame and structure are warranted for 3 years. Please note: exposure to salt air, pool chemicals, or coastal environments may result in corrosion or pitting, which is not covered.

Components parts which are subject to wear, are also excluded from this coverage.

Finish Warranty

Finishes that are maintained according to care instructions are covered for one (1) year against peeling, cracking, or blistering. However, abrasions, chips, fading from spills, or damage due to use are not covered.

Fabrics and Cushions Warranty

We warrant our outdoor fabrics for 3 years from issues such as fading, loss of strength, and abrasion under normal exposure and use. We warrant cushions against tearing, defects in materials, and workmanship for one (1) year provided they're properly maintained.

Please note that the following are normal characteristics—not defects:

- Stretching, or wrinkling from regular use
- Wrinkles, puckering, and color shifts from pre-washed or relaxed-style fabrics

Natural Materials

Natural materials such as wood, stone, or other organic elements are warrantied against manufacturing defects for one (1) year from shipment. Variations in color, grain, and surface texture, as well as changes that naturally occur over time, are not considered defects. This includes:

- Natural color shifts or grain pattern differences
- Hairline cracks due to natural wood movement
- Surface changes from sunlight or temperature fluctuations

Mixed Material Warranty

Products incorporating glass, stone, marble, or porcelain are warrantied for one (1) year from the ship date against defects in materials or craftsmanship. Natural imperfections like pits, voids, or surface texture variation are part of the design and not considered defects unless they are excessive.

