



We manufacture our own furniture cushions using the finest outdoor fabrics and premium fillers that provide the highest quality and performance to ensure your complete comfort. Our cushions are warranted to be free from defects in workmanship or material for (3) years from the date of purchase.

Register your products upon receipt and rest assured that we are here for you if you ever need us.

Warranty Limitations

- 1) Normal wear and tear and weathering;
- 2) Not following cleaning instructions correctly;
- 3) Use of the product beyond its intended original use, including modifications of any type to the product;
- 4) Any act of God (such as flooding, hurricane, fire, etc.), environmental condition (such as air pollution, solvent exposure, or staining from foreign substances (such as dirt, grease, oils, etc));
- 5) Improper handling or storage, abuse or neglect.

Warranty Registration

To register your *highwood*® product, visit <https://highwood-usa.com/pages/warranty>

Warranty Claims

- 1) The limited warranty covers your cushions for 3 years of residential use. **TIP:** It covers the initial purchaser ONLY, so keep your receipt.
- 2) In the event that you do have to make a warranty claim, you will need to present your receipt to show date and place of purchase and to show that you are the original buyer. **TIP:** Staple your receipt to this warranty certificate and file it.
- 3) Listed below is the information that you will need to provide to us when making a warranty claim. This information will help us process your claim quickly and efficiently. **TIP:** Fill in the blanks below so that you have all relevant info AND your receipt stapled in the same place.
 - Date of Purchase: _____
 - Product(s) Purchased: _____
 - Color: _____
 - Name of Retail Store or Website: _____
- 4) If you need to make a warranty claim, please submit photos of the product via mail or email along with the above details and a description of the problem.



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