

Customer Last NAME:

REPAIR/Warranty INQUIRY

Everything is considered a REPAIR until it is deemed covered under warranty.

Please refer to the warranty rules listed below:

1. Receipt file documentation indicates that the 25-year warranty started Jan. 26, 2013.
2. Need to look at signed terms and conditions receipts from 2010, 2011, 2012, and 2013 to establish if any more than 10-year warranty was issued during those years.
3. Otherwise, all sales of poly lumber furniture, which were ordered prior to Jan 21, 2013, and received 10 or more years ago, are no longer under warranty.
4. Fading unless otherwise approved is not covered under warranty.
5. Issues that will not covered by warranty:
 - a. Evidence of impact showing by denting of material relating to the failure.
 - b. Prices showing evidence of overstressing due to abnormal loading or use.

1. Name:

2. Address:

3. Phone #1:

4. Phone #2:

5. Email Address:

6. Year of Purchase:

7. First date of inquiry:

8. Original Receipt:

9. Picture from a distance showing entire piece:

10. Picture close up showing damage in question:

11. A second angle of damage?

12. Other Notes:

Please email REPAIR/Warranty INQUIRY with photo attachment to:

acg2store@acgtwo.com AND customercare@amishcraftsmenguild.com