

Consumer Warranty and Product Support

At Byer of Maine, we are committed to providing products of enduring comfort and value. Whether comfort is measured by blissful time in a hammock on a sunny day, the relief of a cot in a shelter after a hurricane or the security of a safe home for a pair of nesting chickadees, we want our product to perform well for the intended use.

With our sourcing, we choose capable factories that share our values and treat their employees well. We specify quality materials and have controls in place to ensure our designs are produced to a consistent high quality.

We warrant that every item leaving our warehouse is free of manufacturing defects. Therefore, we will gladly repair or replace any of our products that fail to give the end user satisfaction due to defect in materials or workmanship.

Our products are designed to withstand the kind of use normally associated with outdoor and recreational applications. To prevent premature weathering deterioration, we recommend indoor storage for our hammocks and furniture when not in active use. We cannot warrant against natural weathering, normal wear and tear, nor failure due to improper use. In recognition of the unusually rigorous and unpredictable conditions to which our products may be subjected to by our institutional, governmental, and military customers, this warranty must be limited to products sold for consumer use.

Should you have a problem with a product or a question about its use, we welcome your contact with us. We find that email is the most efficient means of communication and suggest you contact us at: comfort@byerofmaine.com. We normally respond to inquiries within one business day.

If your need is urgent, or email is not a good option for you, you are welcome to call us: 1-800-338-0580.

Returns are accepted ***within 30 days of the original purchase date*** only after issuance of a return authorization that can be obtained either by email or phone.