

Outdoor Furniture

A photograph of an outdoor patio area. In the foreground, there is a dark wood armchair with light green cushions. In the background, there is a dark wood coffee table with a matching sofa and two chairs, all with light green cushions. The patio is made of light-colored tiles. The background shows a view of a landscape with hills and a body of water under a bright sky. The text is overlaid on the right side of the image.

Welcome to Macy's Outdoor Furniture

This informational guide will help you prepare for delivery and offer care and maintenance tips that will keep your outdoor furniture looking great for years of enjoyment!

Delivery Information

Review your sales check

Check it for accuracy and be sure to keep it for your records. If your address or telephone number is incorrect or if it changes prior to delivery, please email Macy's Customer Service at furnitureandbedding@macys.com or call us at 1-888-822-6229.

When will you receive delivery?

In most cases, a delivery date will be given to you at the time of your purchase.

Should you need to change your delivery date, call 1-888-822-6229 immediately. Our automated phone system is available 24 hours a day and can be used by referencing your sales check number and following the telephone prompts.

If your merchandise is on order, Macy's will contact you when it arrives to schedule your delivery.

What time will the delivery arrive?

You will receive a telephone call from our automated system the afternoon before your delivery with your 2 hour time window. Our drivers will also call you 30 minutes before arriving at your home.

For an estimated time of arrival on the day of delivery, visit www.macys.com/furnituredelivery.

Upon delivery, you must carefully examine each piece of furniture and notify Macy's if you wish to report a defect. If a defect is reported, we will assess the condition and at our option, repair or replace the defective item. In most cases, a simple repair is all that is necessary. This is also the fastest way to resolve any concerns without having to schedule a delivery date for an exchange. If we cannot correct the defect by repair or exchange, we will accept return of the furniture and you will not be charged for delivery or pick up. If the item is not defective and you wish to return it for preference reasons, you must contact Macy's within 3 days of delivery. The delivery fee will not be refunded and a restocking fee of 10% will be assessed. One preference reselection per customer. worrynomore® fees will be refunded if applicable.

Our Delivery Experts will remove all packaging materials after they set up your outdoor furniture at your home. Please make sure the area where your furniture is to be placed is cleared of existing furniture prior to arrival.

***Due to the seasonal nature of this merchandise, purchases made or delivered on or after June 27th cannot be returned for preference reasons.**

worrynomore®

Outdoor
Furniture



worrynomore® OUTDOOR

worrynomore® Outdoor Silver Furniture Protection Plan

- Coverage for tabletops, frames, chairs, upholstery, mechanisms and umbrellas.
- Staining: All accidental household food and beverage, human bodily fluid (except perspiration, hair and bodily oils), ballpoint pen ink, marker, cosmetics, suntan lotions, suntan oils or bleach stains from a single incident.
- Surface Damages: Accidental rips, tears, burns and surface damages that penetrate the finish.
- Structural: Breakage of frames, table tops, umbrella or umbrella mechanisms.

worrynomore® Outdoor Gold Protection Plan

All of the excellent coverage of Outdoor Silver with the addition of matching piece replacement coverage in a set. If the damaged piece of a set cannot be cleaned or repaired and that piece is not available for exchange, the Outdoor Gold plan authorizes reselection of a new set from Macy's up to the purchase price of the original set.

If you don't use it; you won't lose it! With your purchase of our worrynomore® Outdoor GREAT GIVE BACK Protection Plan, if you do not initiate a claim during the 5 years for which there is service, you will be eligible to receive a store credit valued at the original protection plan price, good towards the purchase of new indoor or outdoor furniture, bedding or area rugs at Macy's stores nationwide.

Coverage is provided for outdoor furniture for residential use only.

Glass

Outdoor Furniture



Glass Warranty

Many of our aluminum dining sets include a glass top dining table.

Our tempered glass top tables are inspected for quality that meets or exceeds outdoor furniture industry standards. These specifications allow for certain air bubbles, minor waviness and hairline scratches which are inherent in the manufacturing of glass.

After a successful delivery, glass is not covered by any manufacturer's warranty. Be careful when storing or moving your glass top table. Make sure glass top tables are secured during inclement weather.

Macy's is not responsible for damaged glass top tables due to acts of nature or misuse. If glass top tables are accidentally broken, the glass will shatter safely into small clusters of glass without sharp edges.

WARNING: Always close your umbrella when not in use to avoid the chance of severe wind damage to your furniture.

Aluminum

Outdoor Furniture



Aluminum Furniture

Aluminum Furniture is widely used in the construction of outdoor furniture because it is extremely durable, lightweight, can be formed into many styles and shapes, and will not rust. Your aluminum frames have an electrostatically applied powder-coated paint finish. This process is similar to the one used in the automotive industry. However, if over the course of time, nicks or scratches appear on the painted frame, you can purchase paint at a paint supply store and easily “touch-up” the furniture by following these procedures in Aluminum Furniture Care.

Most of our dining chairs are stackable for storage. However, if stacking, please put packing material between each armchair to avoid the chance of scratching the arms of your chairs.

Aluminum Furniture Care

Glossy Finishes:

1. Clean surface area.
2. Use fine sand paper to prepare surface area.
3. Apply a few thin coats of spray paint to sanded area.
4. Let paint dry and polish with automotive wax.

Textured Finishes:

1. Clean surface area.
2. Apply a textured or flat spray paint.
3. Let paint dry.

Do not use wax on textured finishes

To clean the frames, use a mild non-abrasive cleanser. Do not use any cleaners that have citrus agents. Your aluminum frames may come with vinyl straps to support your cushions. These straps can be cleaned by using mild soap and water or a commercial vinyl cleaner.

See page 13 for fabric cleaning instructions.

If you purchased the worrynomore® OUTDOOR 5 Year PROTECTION PLAN, please contact a specialist before attempting to touch-up any furniture at 1-800-916-6229.

Cast Aluminum

Outdoor Furniture



Cast Aluminum Furniture

Cast aluminum is a rust free material and is suitable for both indoors and outdoors. Our cast aluminum collections are manufactured through a multi step process. After the initial powder coat, an antiqued finish is hand applied so minor variations within a set can be expected. If over time, nicks or scratches do appear, touch ups can be done by following the procedures:

1. Clean the surface area
2. Apply liquid base coat layer of paint
3. Apply a second top color with a small paint brush so the base coat and top coat blend together
4. Allow to air dry

To clean your furniture, use a non abrasive cleaner that does NOT have any citrus additives

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Teak

Teak Furniture

Teak is the ultimate hardwood for outdoor use. Our teak furniture is plantation grown and procured from government regulated sources in Indonesia. The teak is kiln dried and air dried to ensure proper moisture content. All hardware is zinc coated steel which is brass plated. Steel pins are used instead of wood dowels to provide stability and strength.

Our teak is polished at the factory using the wood's own natural oils to achieve a bright finish.

Care information:

You can let your furniture weather naturally to a natural grey patina finish. Or you can oil the teak once or twice per year with any teak oil or linseed based product. This will help maintain its original color. Do not oil your furniture during the first 2 months of use. This will allow the furniture to cure and regulate the moisture content before oiling. Do not use any sealant products such as polyurethane.

Teak wood, like all wood species, expands and contracts when there is an extreme change in temperature. This can create minor "cracks" or "checking". This is not a defect and is inherent with any natural wood product.

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Cantilever Umbrellas

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Cantilever Umbrellas

Cantilever umbrellas are extremely popular for residential use. These umbrellas provide coverage for large areas and protection from the sun's harmful rays.

They are easy to operate and could be moved to a storage area during the winter. However, it may be more practical to leave your cantilever umbrella outdoors during the fall and winter. Leave it in the "closed" position and secured with a protective cover.

The umbrella base, for most of our models is hollow and must be filled with sand or pebbles to provide stability. Follow the instructions that are included with your merchandise. If the umbrella base is not properly filled, there is a chance that the umbrella will tip over. Some of our cantilever umbrellas require a set of four (4) square weights to secure the umbrella. These are solid weights and nothing needs to be added.

Cantilever umbrellas must be closed in high winds and when not in use. It is recommended that you protect cantilever umbrellas with a protective cover.

Note: worrynomore® Outdoor Furniture Protection plans offer coverage for breakage of frames, table tops, umbrella or umbrella mechanisms.

Umbrellas

Outdoor Furniture



Umbrellas

Macy's carries a variety of umbrellas in many fabrics, sizes and shapes. With most of our umbrellas, the fabric is supported by a powder-coated rust free aluminum pole. Some of our market umbrellas are constructed of hardwood poles. All of our umbrellas block out a large percentage of the sun's harmful rays.

Your umbrella should always be supported by an umbrella weight. This is sold separately. We have a large assortment of umbrella weights; in cast aluminum and cast iron. Please ask a sales associate for help in determining the best weight for your umbrella. Remember to always close your umbrella when not in use. We also recommend covering your closed umbrella with a protective cover available at Macy's.

Unfortunately, a common mistake made by many people is that they leave their umbrella open when not in use. If there is a wind storm, the umbrella may lift enough to damage the umbrella and the dining table it is covering.

Umbrellas do not come with a manufacturer's warranty against wind damage. Please remove the umbrella from your table in windy conditions.

Note: The worrynomore® Outdoor Furniture Protection plan does offer coverage for accidental breakage of frames, table tops, umbrella or umbrella mechanism from a single incident.

Steel

Outdoor Furniture



Steel Furniture

Steel outdoor furniture is very durable and heavier in weight than aluminum furniture. Steel is ideal in areas that have high winds. Our steel sets are protected with a thick electrostatically applied powder coat paint finish however, over a period of time, steel furniture can rust .

If the paint is chipped or scratched the affected area could be touched up by following these steps:

1. Clean the surface area
2. Use fine sandpaper to prepare the surface area
3. Apply a few thin coats of spray paint or rustoleum to the sanded area
4. Let paint dry and polish with automotive wax

Wicker

All-Weather Wicker Furniture

Our all-weather outdoor wicker is made of resin which is woven around a powder coated aluminum frame to create the ideal outdoor furniture. Resin material is very durable- it will not fade, crack or peel.

To clean resin-weave wicker, use a mild soap with water. Do not use abrasive powders, chlorine bleaches or silicone cleaners.

See page 13 for cushion care information.

If you purchased the worrynomore® OUTDOOR 5 Year PROTECTION PLAN, please contact a specialist before attempting to touch-up any furniture at 1-800-916-6229.



Furniture Covers

Outdoor Furniture

Outdoor Furniture Covers

The best and simplest way to protect your outdoor furniture investment is with an outdoor cover. Macy's offers customers an extensive selection of furniture covers. A quality cover will provide protection from rain, dirt, debris and the harmful rays of the sun. For best results, we suggest that you cover your furniture when not in use and during the winter months.

CAUTION: When placing the cover on furniture sets, avoid "pockets" that can trap water which can freeze. The weight of the water puts extra strain on your covers.

Care

Our woven polyester protective covers are weather resistant and breathable. They come with a 1-year limited manufacturer's warranty.

Cleaning your covers

If your covers get dirty over time, they are doing their job by keeping your furniture clean!

Our protective polyester covers are machine washable.

Alternatively, you can follow these simple cleaning instructions:

1. While placed on your furniture, rinse all covers with a garden hose.
2. Clean with a mild soapy water blend.
3. Rinse and allow covers to dry.

Please note, over time fading could occur but this will not affect the durability of the covers.



Care & Maintenance

Outdoor Furniture



Care & Maintenance of Outdoor Furniture Fabric

If you purchased the worrynomore® OUTDOOR 5 Year PROTECTION PLAN, please contact a specialist before attempting to touch-up any furniture at 1-800-916-6229.

Cushions and Slings

Outdoor furniture features an array of easy-care fabrics which offer comfort and beauty. Proper care and maintenance is required to keep your furniture in top shape!

Cushions are generally filled with a polyester or high density foam material which does not absorb water. In addition, cushions and slings are manufactured with a fungicide which deters the growth of mold and mildew. However, surface agents such as dirt, dust and suntan oils can provide the medium for mildew growth. For this reason, it is imperative that cushions and slings be cleaned periodically. Cushions will generally dry faster if placed on their side and allowed to drain. Never store cushions wet or seal them in a plastic bag as it might cause them to mildew or mold.

Before using any cleaning solution, we recommend that you test a small area for color fastness. Most outdoor fabrics are manufactured with an ultraviolet inhibitor to resist yellowing. Be aware, however, that like any other outdoor product, a certain amount of fading will occur due to exposure to the sun. Chlorine may also cause fading and discoloration.

Sling Material

Sling material is typically a synthetic fabric made of PVC coated polyester. It is breathable, fashionable and very durable. To clean slings a solution of three gallons of water, one cup of mild detergent, and one cup of household bleach should be applied with a sponge and then hosed off with clear water. In instances where mold and mildew growth has begun or a stubborn stain exists, a commercial outdoor cleaner should be applied with a stiff brush.

Acrylic and Polyester Cushions

These are durable outdoor fabrics which should be spot washed with a soapy solution of liquid dish detergent and lukewarm water. Apply with a sponge and rinse with clean water to remove soap. Allow to air dry.

Sunbrella® Material for Cushions

Many of our cushions are made with **Sunbrella®** material. This is also an acrylic fabric that can be easily cleaned and is fade-resistant.

Stain Removal

Step 1 - Blot excess stain residue.

Step 2 - Mix mild soap and lukewarm water and remove stain with sponge or soft bristle brush.

Step 3 - Rinse thoroughly with clean water.

Bleach Cleaning (*Only needed if stain is still visible*)

Step 1 - Blot excess stain residue.

Step 2 - Mix 1 cup of bleach and 1/4 cup mild soap per gallon of lukewarm water and remove stain with sponge or soft bristle brush.

Step 3 - Rinse thoroughly with clean water to completely remove the cleaning solution.

Step 4 - Air dry, blot or wet-vacuum excess water.



Storage Tips

Outdoor Furniture



Storage Tips

For continued years of use of your outdoor furniture, Macy's recommends that the following care be taken when inclement weather approaches:

Spring & Summer Season

Cover all furniture to protect frames, cushions and slings.

Close your umbrella when not in use. This will help protect the umbrella and table during unexpected high winds.

Fall & Winter Season

Before storing (with the exception of tables), turn your furniture upside down on a soft surface to drain any water that may be in your frames. Water will cause expansion of the metal during very cold temperatures and "water freeze" damages are not covered under any warranty. Cover your furniture to protect it from the elements.

- Remove your umbrella and store in a dry place.
- Store furniture and cushions in a dry place.

Manufacturers' warranties on patio furniture vary by brand. For further information, please see your warranty card.

Thank you for shopping at Macy's.
A name you can trust.

