
Luxury Outdoor Patio Furniture Warranty

Home Winston Furniture Warranty -...

Residential Warranty

Aluminum Frame - Fifteen (15) Years

If the aluminum furniture frame fails structurally (i.e. broken frame or welds) within 15 years from the date of purchase, we will replace, repair, or refinish the frame in the original color and style if available or in a similar color and style if the original has been discontinued.

Paint Finish - Five (5) Years

If the finish blisters or peels within five years from the date of purchase, Winston will repair or refinish the frame in the original color and style if available or in a similar color and style if the original has been discontinued.

Vinyl or Suncloth ® Strap - Five (5) Years

If a strap breaks within five years from the date of purchase, a replacement strap will be sent directly to you, upon receipt of the broken strap, in the original color and style if available or in a similar color and style if the original has been discontinued. If a strap becomes faded or mildewed within two years from the date of purchase, a replacement strap will be sent directly to you, upon receipt of the faded or mildewed strap, in the original color and style if available or in a similar color and style if the original has been discontinued.

Wood - Three (3) Years

If the wood fails structurally (i.e., broken frame) within three (3) years from the date of purchase, we will, at our option, repair or replace the product in the original color and style, if available, or in a similar color and style if the original has been discontinued. Wood requires user maintenance and changes in the color of wood are normal and should be expected to occur over time as the natural material ages. Small cracks, which may appear in the end grain of wood when exposed to the elements, and any change of appearance (such as fading and/or color changes) due to usual weathering are not covered by this warranty. Components such as chair feet are subject to wear and tear and are not considered part of the frame.

HDPE All-Weather Wicker and Lumber - Three (3) Years:

If an HDPE all-weather wicker or lumber component fails structurally (i.e. broken or cracked), or if the wicker unravels or fades excessively within three years from the date of purchase, we will replace or repair the product in the original color and style if available or in a similar color and style if the original has been discontinued.

Aluminum Table Tops - Three (3) Years

If an aluminum top fails structurally within three years from the date of purchase, we will, at factory option, repair or replace the table top, in the original color and style if available or in a similar color and style if the original has been discontinued. Some table tops have painted decorations which may fade when exposed to direct sunlight. This fading is excluded from the warranty.

Fabric on Cushions, Slings and Umbrellas - Two (2) Years

If the fabric on a cushion, sling, or umbrella tears, mildews, or fades excessively within two years from the date of purchase, we will repair or replace the fabric in the original color and pattern if available or in a similar color and pattern if the original has been discontinued.

Umbrellas and Umbrella Bases - Two (2) Years

If an umbrella or umbrella base fails structurally within two years from the date of purchase, we will, at factory option, repair or replace the umbrella or umbrella base in the original color and style if available or in a similar color and style if the original has been discontinued.

Component Parts - One (1) Year

If a component part (glides, bolts, wheels, etc.) fails due to manufacturing defects within one year from the date of purchase, we will, at factory option, repair or replace the part in the original color and style if available or in a similar color and style if the original has been discontinued.

Gas Fire Pit Hardware - One (1) Year

Fire Pit hardware including burner, burner tray, hoses, lines, regulator, valves, fittings and fire media are covered for one year against manufacturer's defects.

Contract/Commercial Or Non-Residential Warranty

Extruded Aluminum Frame - Five (5) Years

Finish - Two (2) Years

Vinyl Strap - Two (2) Years

HDPE All-Weather Wicker and Lumber - Two (2) Years

All Aluminum Tops - Two (2) Years

Fabric - One (1) Year

Umbrellas and Umbrella Bases - One (1) Year

Component Parts - One (1) Year

Gas Firepit Hardware - One (1) Year

Exclusions

Failure caused by unreasonable or abusive use, fire, freight damage, acts of nature (such as, but not limited to freezing or high winds), suntan oil or other chemicals, normal fading, scratching or chipping of the finish, fading, weathering, staining or discoloration of furniture, accidental damage repair or modifications by consumer, glass breakage, commercial use, and normal wear and tear are excluded from the warranty. Steel furniture is not warranted against rust.

[Click here](#) for more information on how to properly care for your Winston Furniture.

Winter Storage

All furniture should be stored in an upright position to allow for proper water drainage. Storing furniture upside-down may cause water to accumulate and freeze inside the frame, causing serious structural damage that is not covered by the warranty.

Shipping

If required, Winston will pay for shipping (for frames) of damaged or replacement products for a period of three years from the date of purchase. If the product is warranted for a period of less than three years (fabrics, etc.) Winston will pay for shipping of the damaged or replacement product during the warranty period. This warranty is a limited warranty and applies to the original purchaser only. Proof of purchase is required. Warranty coverage begins on the date of purchase. This is a residential warranty and does not apply to commercial use. Note: Winston or its suppliers may discontinue any component parts such as fabric, paint, etc., at any time. Winston reserves the right to determine whether to replace, repair, or refinish and mode of transportation of authorized returns.

Return of Furniture

If it becomes necessary to return furniture, the original purchaser must provide proof of purchase when making a claim. Prior written authorization from the factory is required to obtain a Return Goods Authorization (RGA) number. This RGA number must be attached to each piece of furniture returned to the factory. For additional information or service, contact your Winston dealer or call: 800.339.5080.

Committed to Excellence

Winston presents casual outdoor furniture that caters to the style-conscious yet discriminating consumer. Through the merging of contemporary manufacturing technologies, weather-resistant materials, and eclectic designs, the collections represent desirable and enduring casual furnishings.

Winston's diverse offering represents the finest in extruded and cast aluminum casual furniture. Contemporary and durable fabric slings and tailored cushions complete the individual collections. Winston depicts stylish and distinguished furnishings for year-round enjoyment.