

Warranty Information

Extruded Aluminum Frame – Fifteen Years

If the extruded 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 Years

If 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 Strap – Five 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.

Fabric on Cushions, Slings and Umbrellas – Two 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 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.

Woven Components – Three Years

If a woven component fails structurally (i.e. broken frame, welds, or resin), or if the weave unravels or fades excessively within three years from the date of purchase, we will replace, repair or refinish the product in the original color and style, if available, or in a similar color and style if the original has been discontinued.

Composite Table Tops – Two Years

If a composite table top or copper top fails structurally within two 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 of the table tops have painted

decorations which may fade when exposed to direct sunlight. This fading is excluded from the warranty. See other exclusions below.

Cast Aluminum Tops – Three Years

If a cast 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 of the table tops have painted decorations which may fade when exposed to direct sunlight. This fading is excluded from the warranty. See other exclusions below.

Component Parts – One 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.

Shipping

If required, Winston will pay for shipping to and from the dealer (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 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.

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 or staining or discoloration of furniture, accidental damage repair or modifications by consumer, glass breakage, commercial use, normal wear and tear are excluded from the warranty. Steel furniture is not warranted against rust.

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.