

WINSTON®

USE & CARE

WARRANTY

How To Care For Your New Winston Furniture

Fine outdoor furniture deserves exceptional care. Winston Furniture can be enjoyed for many years when well maintained.

While we use quality materials with specifications for outdoor use; upon exposure to the sun all colors will fade to some degree. To minimize possible fading—keep product covered, utilize cushions where applicable, minimize direct sunlight by storing product when not in use, and consider rotating furniture occasionally to assist with a more uniform weathering process.

Cushion Fabric or Suncloth® Strap

Fine outdoor fabrics were designed to endure years of sun, soil, and moisture. Light stains can be removed with a solution of mild detergent and water, rinsed with clean water, and dried thoroughly. Mildew and heavy stains can be removed with a quality commercial outdoor furniture cleaner and protectant. For best protection, perform this maintenance two to three times a year; although, these durable materials can be safely cleaned as often as desired.

Sling Fabric or Vinyl Strap

For vinyl strap and sling surfaces, apply a quality vinyl protectant to guard against the effects of air pollution, salt air build-up, and mildew growth.

Light stains can be removed with a solution of mild detergent and water, rinsed with clean water, and dried thoroughly. Mildew and heavy stains can be removed with a quality commercial outdoor furniture cleaner and protectant.

Aluminum

Wash the furniture with a solution of mild detergent and water, rinse with clean water and dry thoroughly.

HDPE All-Weather Wicker and Lumber

Light stains and soils may be removed with a solution of mild detergent and water. Apply to the surface with a soft nylon brush. Brush lightly until clean. Rinse with clean water and allow to air dry. Avoid using a cloth to wipe clean or dry as it can be abrasive.

Natural Wood

Left alone to age, the natural color of teak furniture will weather to a soft, silver grey. This process will take approximately nine months, depending on the degree of sunlight and rain exposure. Imperfections, which are inherent properties of the wood, will show over time, enhancing the beauty of the furniture. In humid or wet climates, or after rains, the wood may naturally expand and contract, causing the grain to rise. This is to be expected with exposure to the elements and will stabilize after the initial weathering occurs.

To maintain teak furniture, use a soft bristled utility brush and stroke lightly in the direction of the grain to remove surface dust. For more stubborn dirt, the wood may be washed with a mild solution of four parts laundry detergent or dishwashing soap to one part bleach in water, then rinsed thoroughly and allowed to dry completely. Oiling the wood may cause mildew or irregular coloring.

Adjustable

Care should be taken to stabilize chaises and adjustable chairs at the desired set point before reclining into the furniture. This is best done standing next to the furniture until the desired position is selected and secured. Do not adjust furniture while in use.

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.

NOTES & WARNINGS

Do not use any kind of wax, abrasive materials, or strong detergents on textured finishes.

Some suntan and sun block products may be harmful to weaves, cushions, mesh, and vinyl straps. Do not allow such products to come in contact with any seating surfaces to avoid deep penetrating stains, which are not covered under warranty.

Do not use bleach on printed acrylic fabrics.

Do not use solvent-type materials on woven vinyl, woven blend, or ultra woven blend fabrics as they will damage the yarns.

Do not use chlorine based cleaners.

Do not dry clean or use a washing machine or dryer.

Do not steam or use water at temperatures above 100°F when washing.

When cleaning with anything other than clean water, always test the cleaning solution in an inconspicuous area first.

Residential Warranty

This limited warranty is extended by Winston Furniture Company of Alabama, LLC (WFC) to the original purchaser of genuine Winston branded outdoor furniture products against defects in manufacturing. As proof of purchase via an authorized sales channel will be required for any claims made under this warranty, it is recommended that the purchaser work with the seller from whom the product was purchased to submit any necessary claims. Warranty coverage begins on the date of purchase.

This is a residential warranty and does not apply to commercial use. For details on non-residential warranties (if applicable), please visit www.winstonfurniture.com

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 Table Hardware

One (1) Year

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

Shipping & Returns

If required, WFC will pay for shipping and/or returns of damaged or replacement products/components for a period of three years from the date of purchase. If the product/component is warranted for a period of less than three years (fabrics, etc.) WFC will pay for shipping of the damaged or replacement product/component during the relevant warranty period.

Nothing should be shipped without first receiving confirmation from WFC that a legitimate claim has been found and 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 when returning something to the factory.

Notes & Exclusions

WFC reserves the right to determine whether or not a claim made under this warranty is legitimate and the method of resolving the claim (i.e. replace, repair, or refinish). Furthermore, WFC reserves the right to determine the mode of transportation to be used for resolving warranty claims, when necessary.

WFC or its suppliers may discontinue any component parts such as fabric, paint finishes, etc., at any time, and there is no guarantee that matching component parts will be available to resolve a warranty claim.

This warranty does not cover 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 from repair or modifications made by purchaser, glass breakage, commercial use, and/or normal wear and tear. Steel furniture is not warranted against rust.

All Winston branded products are designed for outdoor use only.

**For additional information or service, contact your authorized Winston dealer or call:
800.339.5080**

WINSTON[®]

Introducing stylish, durable, and comfortable
outdoor furnishings to backyards for over 40 years.

WINSTONFURNITURE.COM

 **WARNING:** This product can expose you to chemicals including Acrylamide, Antimony Oxide, Diisononyl Phthalate and Ethylene Glycol, which are known to the state of California to cause cancer or birth defects or other reproductive harm. For more information go to www.P65Warnings.ca.gov/furniture.

© 2021 Winston Furniture Company of Alabama, LLC

rev04.13.21