



2020 Warranty Cheat Sheet - After 10/1/19

**** IF UNSURE ABOUT THE WARRANTY PLEASE CHECK WITH SOLUTIONS ****

Stock Vendor Warranties - INDOOR					
RESIDENTIAL				CONTRACT	
Vendor	Upholstered / Frame	Wicker	Springs / Mechanism	Cushions	Fabric / Mattress / Mechanism
Palm Springs Upholstery ® (PALU-)	10 Yrs	N/A	3 Yrs Limited	1 Yr - Loss of resiliency, NOT Softening	1 Yr against manufacturer's defects No Warranty on fading/pilling
PALU-	3 Yrs	We no longer work with this vendor. Refer customers to: gregm@blackstonefurniture.com			
Palm Springs Rattan Upholstery ® (PSRU-)	5 Yrs	N/A	3 Yrs Recliner/ Standard Sleeper Mechs	N/A	N/A

Vendor	Frame	Finish/Wicker	Springs / Mechs	Cushions / Fabric	Frame / Finish
Palm Springs ®	5 Yrs	3 Yrs	3 Yrs, Limited	1 Yr against manufacturer's defects	3 Yrs Frame / 1 Yr Finish
Central Cushions ®	N/A	N/A	N/A	1 Yr against manufacturer's defects	3 Yrs Frame / 1 Yr Finish
CAPRI (UPSR-)	1 Yr. Fabric	1 Yr Rattan Frames	1 Yr on Mechanisms	3 Yrs	3 Yrs on Springs

Stock Vendor Warranties - OUTDOOR					
RESIDENTIAL				CONTRACT	
Vendor	Frame	Finish	Fabric	Frame	Finish
Casual Comfort - 11/1/2019 to Present:	20	N/A	1 Yr	5 Yrs.	N/A
No Warranty for Rust					
Casual Comfort - Prior to 11/1/2019:	15 Yrs	N/A	1 Yr against manufacturer's defects	5 Yrs	N/A
Jensen - Finish will Gray Over Time	5 Yrs	5 Yrs	1 Yr against manufacturer's defects	1 Yr	1 Yr
Treasure Garden	1 Yr on Umbrellas No Warranty for Wind Damage or Rust	1 Yr	5 Yrs against fading: Sunbrella, Outdura, Bella-Dura, Docril 4 yrs against fading: O'bravia	N/A	N/A
PREN	3 Yrs	3 Yrs	1 Yr	1 Yr	1 Yr
Hanamint - 7/2009 to Present	10 Yrs	3 Yrs	1 Yr against manufacturer's defects	N/A	N/A
Hanamint warranties do not include Spring Plates					
Hanamint - **PRIOR TO 7/09	5 Yrs	3 Yrs			
Pride Family Brands - Warranty does not include Spring Plates	15 Yrs	5 Yrs	2 Yrs Limited against manufacturer's defects No Warranty on fading/pilling	2 Yrs	1 Yr
Tropitone - 10/1/2008 - PRESENT	15 Yrs (includes swivel mechanism)	5 Yrs	1 Yr against manufacturer's defects	5 Yrs	3 Yrs
Tropitone - **PRIOR TO 10/1/2008:	15 Yrs	15 Yrs	1 Yr against manufacturer's defects	5 Yrs	5 Yrs
Windward - 10/1/2019 - Present	10 Yrs	7 Yrs	1 Yr against manufacturer's defects	5 Yrs	1 Yr
Windward - 7/2010 - 9/30/2019	Spring plates not applicable 15 Yrs	15 Yrs	1 Yr against manufacturer's defects	5 Yrs	5 Yrs

*Customer responsible for freight after 1 yr.

Garden Classics®					
Garden Classics ®	Frame	Finish	Sling/Cushion	Frame	Finish
All Collections - Warranty does not include Spring Plates	5 Yrs	3 Yrs	1 Yr	3 Yrs	1 Yr
Garden Classics - 1/2/19 to PRESENT	3 Yrs			*Prior to 1/1/2019 - 1 yr*	
Garden Classics - **Prior to 1/1/2019	1 Yr against manufacturer's defects No Warranty for Wind Damage	1 Yr	1 Yr against manufacturer's defects No Warranty on fading/pilling	N/A	N/A
Umbrellas *wind damage is not a defect*					
Plus-Plan	4 Yrs against accidental staining and frame damage. Soiling and accumulation staining will be addressed on a case by case basis				
Indoor Fabric Protection	From January 2008 forward, Warranty is through Leader's. Prior to January 2008, Warranty is through Ultra Shield.				