

FRANKFORD

e x c e p t i o n a l s h a d e

WARRANTY

As a condition of doing business with Frankford Umbrellas, all persons involved in the commercial purchase, sale, or resale of Frankford products shall be bound by the following terms and conditions.

DISTRIBUTION

Frankford reserves the right to respond to geographic and individual market and competitive situations by applying different policies to its various Dealers. Frankford also reserves the right to rescind or modify, in its sole and absolute discretion, any existing or future sales program or policy, or credit terms (if any) extended to a Dealer. In addition, Frankford may terminate any authorized Dealer, for any reason or no reason, in its sole and absolute discretion and without notice.

ERRORS

There may be errors in the prices, descriptions, or images of certain merchandise in our catalog or sales material. Frankford reserves the right to restrict orders of those items.

LIABILITY

In no event will Frankford be liable to the Dealer for any lost profits, lost savings, or any consequential, incidental, or special damages arising out of or in connection with the parties' relationship, even if Frankford has been put on notice of the possibility of such damages. Without limitation to the foregoing, under no circumstances will Frankford be liable to the Dealer for punitive damages.

DISCLAIMER: Frankford reserves the right to alter or modify designs, product styles, or product specifications and discontinue frames and fabrics to the entire range of manufactured and distributed products without prior notice.

WIND DAMAGE

Wind ratings do not form part of, nor fall under, any of Frankford Umbrellas' warranties. Wind ratings are intended as a guide to the relative strength of the umbrellas only and tested at their optimal positions. Umbrellas with any degree of tilt added should not follow any wind ratings (see page 45 of catalog). Wind can be extremely variable, depending on the surroundings, elevation, gusts, etc. In high wind or sudden extreme weather conditions, all umbrellas should be closed and secured immediately, regardless of size, weight, or base weight and never be left unattended or tilted in the open position. Frankford will not be held responsible for damage to your umbrella, furniture, or property. Frankford Umbrellas' 2025 MSRP and Catalog contain minimum recommendations for necessary weight, but this can vary depending on conditions.

DISCLAIMER: ELEVATED/ROOFTOP - Warranties and published wind ratings do not apply to any umbrella on a rooftop or an elevated patio above the ground level of the property.

10-YR FABRIC WARRANTY

Frankford offers 9 oz. marine-grade solution-dyed acrylic fabric from several mills, including Sunbrella®, Outdura®, and RECASSENS. All marine-grade acrylic fabrics we use carry a warranty of 10 years from the original date of purchase. All upholstery-grade fabrics we use carry a warranty of 5 years from the original date of purchase. The warranty protects against the significant loss of strength and color in normal atmospheric conditions. The product must be properly installed, maintained, and under normal use and environment. This warranty does not cover damage caused by contact with foreign objects, abuse, negligence, vandalism, burns of any kind, improper cleaning techniques, normal wear, perforations, weather soiling, environmental pollution stains, natural disasters, rot, mildew, or acts of nature. Damage caused by the storage method or location used by clients is not covered. To ensure our products' longevity, we recommend closing your umbrella and securing it with a tie band in high winds. In addition, be sure the fabric is pulled away from the ribs as outlined below. High winds will cause the umbrella fabric to rub together, causing friction, which can result in premature thinning of the fabric, discoloration, and possible pinholes over extended use. We strongly suggest the use of a protective cover or safely storing the umbrella until the winds and harsh weather subside. Damage of this nature is not covered under warranty.

DISCLAIMER: When opening and closing the umbrella, the user must be sure all fabric is pulled away from the ribs to prevent unnecessary rubbing of the fabric against the frame or hardware. This could result in premature wearing or holes in the fabric. Damage of this nature is not covered under warranty. The warranty, if applicable, does not cover labor frames, systems, or installation supplied by the dealer or reseller. The replacement fabric canopy is covered for the time remaining in the original warranty and does not activate a new 10-year or 5-year warranty. The warranty, if applicable, does not cover labor frames, systems, or installation supplied by the dealer or reseller. The replacement fabric canopy is covered for the time remaining in the original warranty and does not activate a new 10-year or 5-year warranty.

5-YEAR FRAME WARRANTY

Frankford warrants the crank and auto tilt mechanisms in the MONTEREY for a period of 5 years from the original date of purchase. This warranty includes manufacturer defects of crank handles, crank axles, auto tilts, push-button tilts, and para-cord. Frankford warrants the frame structure of the ECLIPSE®, AURORA, NOVA, G-SERIES, GREENWICH, MONTEREY, CATALINA, and AVALON for a period of 5 years from the original date of purchase. This warranty includes manufacturer defects to the notch, runner, center pole, and skeleton structure. This warranty does not include damages sustained to these umbrellas if operated improperly, while in any degree of tilt, or if left unattended.

DISCLAIMER: Before opening any umbrella, gently “fluff” the umbrella ribs (spread them apart by hand) first, and then begin to open the umbrella. If you feel any impingement whatsoever during opening, halt opening and repeat this process until there is no more resistance.

3-YEAR POWDER COAT/FINISH

Frankford warrants all powder coat finishes on aluminum masts in ECLIPSE®, AURORA, NOVA, G-SERIES, GREENWICH, MONTEREY, CATALINA, and LAUREL for a period of 3 years from the original date of purchase. This warranty includes chipping, peeling, flaking, bubbling, and fading of the powder coat finish on the aluminum masts only.

1-YEAR FRAME/STRUCTURE WARRANTY

Frankford warrants the frame structure of the LAUREL, EMERALD COAST, FC101, SHADE STAR, LIFEGUARD, and CB87 for a period of 1 year from the original date of purchase. This warranty includes manufacturer defects to the notch, runner, center pole, and skeleton structure. Frankford warrants all umbrella bases for a period of one 1 year from the original date of purchase.

1-YEAR UMBRELLA BASE WARRANTY

Frankford warranty covers manufacturing defects only. It does not cover breakage due to contact with foreign objects, chipping of the finishes, crumbling of concrete, or any damage associated with transporting the base.

3-YEAR FIBERGLASS RIB REPLACEMENT

Non warrantable damage to fiberglass ribs from the MONTEREY collection, Frankford offers a free replacement program for 3 years from the original date of purchase. Shipping charges are not included in this program.

RUST DISCLAIMER: Rust is a natural part of the aging process for all steel and iron-based materials; therefore it is not considered a defect and is not covered under any of Frankford Umbrellas' warranties. Steel bases and mounts are designed to require minimum maintenance and should be kept clean and well maintained. Galvanized steel will show unavoidable imperfections due to the finishing process and therefore, must be accepted in the condition in which it is received.

SEASIDE AND INDOOR/OUTDOOR POOL USE

Salt and chlorides can accumulate on the powder coat finishes and on raw material finishes, such as Brushed Silver (MS) (umbrella specific) and Platinum (SR), leading to premature finish failure. Failure or neglect to make needed cleanings on powder coat finishes may cause paint to blister, flake, or bubble, and such failure will void the limited warranty. Failure to maintain umbrella and base finishes may cause aluminum and metals to pit, oxidize, or corrode. Such failure will void all warranties.

GENERAL DISCLAIMER

Frankford Umbrellas' warranties do not cover damage to any umbrellas or umbrella bases related to extreme weather, abuse, misuse, or any damage that occurs as a result of contact with the ground or any other foreign object due to sudden and severe weather events or other extreme acts of nature.

Frankford Umbrellas' warranties are only applicable to products that are properly secured to Frankford bases or anchoring systems equal to or greater than recommended by Frankford. Failure to properly secure Frankford Umbrellas to Frankford bases equal to or greater than recommended will void all warranties. If warrantable damage occurs, Frankford will refinish, replace, or repair any item in this category at its own discretion.

All warranty claims must be filed through the original showroom/dealer where the purchase was made. The showroom/dealer may ask for photos and/or videos describing the warranty claim.