

Ornate Home Consolidates Furniture Warranty Policy Into Single Reference for Shoppers

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Ornate Home, a furniture and mattress retailer based in Santa Ana, California, has published one consolidated furniture warranty policy that sets out manufacturer coverage by product category, keeps that coverage separate from an optional third-party protection plan, and directs customers to bring claims to the retailer first. The policy applies to both showroom and online orders and is available to shoppers before purchase.

Under the published terms, mattresses from brands including Tempur-Pedic, Sealy, Stearns & Foster, Serta, Diamond Mattress, Nectar, DreamCloud and Purple carry a 10-year limited manufacturer warranty. Upholstered seating, bedroom, dining, home office and outdoor furniture, along with rugs, decor and lighting, carry a one-year limited manufacturer warranty. Each category lists what is covered, such as manufacturing defects, and what is excluded, including normal wear, misuse, stains and accidental damage. Coverage begins on the delivery date.

The policy states that warranty claims go to Ornate Home first, through its Damage Claim form or by phone, after which the company coordinates with the manufacturer on the customer's behalf. Repairs begin with replacement parts, with full replacement provided when parts are not sufficient. Delivery damage is handled separately, through a claim filed within 48 hours of delivery under the Ornate Care Standard introduced in May 2026. An optional third-party protection plan, purchased with the item, covers accidental damage and works alongside the manufacturer warranty rather than replacing it. Ornate Home notes that it acts as an authorized retailer and is not the warrantor.

"The aim was to let a buyer see which protection covers which situation before any money changes hands," said Mehmet Uncuoglu, CEO of Ornate Home. "Defects fall under the manufacturer warranty, and accidental damage falls under the optional plan. Keeping those two things on one page, side by side, removes the guesswork people often run into after a delivery arrives."

The approach reflects long-standing federal guidance. The Federal Trade Commission's consumer guidance on warranties draws a distinction between a product warranty and a service contract, noting that an extended warranty or service contract costs extra, is sold separately, and may cover the same repairs for the same period already included in the product warranty. A separate FTC notice in the Federal Register dated March 30, 2026 restates that the Pre-Sale Availability Rule requires sellers to make the text of any written warranty on products over 15 dollars available before a sale; FTC staff estimate that 493,621 retailers and 26,131 manufacturers are affected.

Uncuoglu added that the retailer handles claims rather than redirecting shoppers elsewhere. "When something goes wrong, a customer contacts Ornate Home and we coordinate with the manufacturer from there," she said. "That single point of contact is the part of the policy customers tend to notice most."

Founded in 2021 by Mehmet Uncuoglu and Ozzie Ozkan, Ornate Home is a California furniture and mattress store with its headquarters, flagship showroom and warehouse with local pickup on North Tustin Avenue in Santa Ana. The company operates a showroom in Charlotte, North Carolina, distribution centers in Florida and New Jersey, and offers nationwide delivery. Ornate Home ranked No. 689 on the 2026 Inc. 5000, is a member of the Santa Ana Chamber of Commerce, and has more than 1,500 Google reviews on its Santa Ana profile.

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Ornate Home, Santa Ana, CA

Ornate Home is a U.S. furniture retailer offering stylish, quality furnishings online and in-store. With showrooms in CA & NC and nationwide shipping, our site features over 20,000 products from top brands like Ashley Furniture.

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