

WARRANTY POLICY

1. WARRANTIES

COMPONENT	WARRANTY LENGTH	CHAIRS, BENCHES & OTTOMANS	SOFAS	SOFA BEDS	BEDS	STORAGE BEDS
FRAME	25 years pro-rated ¹	Limited warranty against manufacturing and material defects. Does not cover damage caused by improper care. ²				
SPRINGS	25 years pro-rated ¹	Limited warranty against manufacturing and material defects. Does not cover damage caused by improper usage. ²				
EXPOSED WOOD PARTS	1 year	Limited warranty against manufacturing and material defects. Does not cover damage caused by improper care. ²				
SEAMS & ZIPPERS	1 year	Limited warranty against manufacturing and material defects under normal use. Does not cover damage caused by improper care or usage. ²				
FABRIC	1 year	Limited warranty against seam slippage, fraying and dye transfer, with the exception of certain fabrics. Customers are advised to get information from their dealer when selecting a fabric. Does not cover piling, fading, wrinkling, wearing, nap loss, issues caused by improper cleaning, fabric that has been treated with aftermarket fabric treatments or exposed to pets. Does not cover problems that may result from exposure to excessive heat or sunlight. The characteristic crushing of soft, fluffy fabrics like velvet or microfibre are not considered manufacturing defects. The actual fabric on the furniture is not guaranteed to match the dye-lot of the fabric swatches/samples. Does not cover discontinued fabrics sold at a discount or Customer's Own Material (COM).				
FOAM CUSHIONS	5 years pro-rated ¹	Limited warranty against excessive loss of resiliency. ³ Does not cover wear and tear due to improper care. ²				
FEATHER-FIBRE BLEND CUSHIONS & TOSS PILLOWS	1 year	Limited warranty against manufacturing and material defects. ⁴ Does not cover wear and tear due to improper care. ²				
FEATHER-FIBRE BLEND WRAPPED FOAM CUSHIONS	2 years pro-rated ¹	Limited warranty against manufacturing and material defects. ⁴ Does not cover wear and tear due to improper care. ²				
SPRING MATTRESS	2 years pro-rated ¹			Limited warranty against defects. Does not cover damage due to improper care or usage. ²		
MEMORY FOAM MATTRESS	5 years pro-rated ¹			Limited warranty against defects. Does not cover damage due to improper care or usage. ²		
MECHANISMS (METAL PARTS)	3 years pro-rated ¹	Limited warranty against manufacturing and material defects effecting the reclining and motion mechanisms, including swivel/rocker bases (all metal parts). Does not cover damage due to improper usage. ²		Limited warranty against manufacturing and material defects effecting sofa-bed mechanisms (all metal parts). Does not cover damage due to improper usage. ²		Limited warranty against material and manufacturing defects effecting the storage bed mechanisms (all metal parts), including the hydraulic cylinders. Does not cover damage due to improper usage. ²