



## WARRANTY

Pro-rated Warranties Pro-rated warranties reference the cost of parts covered by in the event of a claim.

On a three (3) year pro-rated warranty, will cover: •Year one (1) - 100% of the cost of parts including fabric.

- Year two (2) - 60% of the cost of parts\* only
- Year three (3) - 30% of the cost of parts\* only

From year two (2) to year three (3), the original retail consumer will be responsible to pay the balance of the cost.

On a three (3) year pro-rated warranty, will cover: •Year one (1) - 100% of the cost of parts including fabric.

- Year two (2) - 50% of the cost of parts\* only

\*Parts include leather, foam, frame and electrical, but excludes fabric and labour.

This warranty does not cover the following:

- Rental, business, commercial, institutional or other non-residential uses;
- Products purchased "AS IS", second-hand, or as Final Sale;
- Products purchased from distressed or liquidation sales;
- Products deemed misused, mishandled, altered, abused;
- Any external warranty plan or product which may be sold by retailer as extra protection warranty;
- Any condition resulting from unusual usage;
- Inadequate maintenance, cleaning or care.

WARRANTY IS NON-TRANSFERABLE

### **Standardized Structural Warranty (All Series)**

#### **WOOD FRAME AND SPRING SYSTEM - Five (5) Years**

For this five (5) year pro-rated warranty, will cover 100% of the cost of parts in year one (1). Will cover 80% of the cost of parts only in year two (2), 60% of the cost of parts only in year three (3), 40% of the cost of parts only in year four (4), and 20% of the cost of parts only in year five (5). In each case, with the exception of the first year, the original consumer will be responsible to pay the balance of the cost of parts.

#### **MOTION RECLINING MECHANISMS - Five (5) Years**

For this five (5) year pro-rated warranty, will cover 100% of the cost of parts in year one (1). Will cover 80% of the cost of parts only in year two (2), 60% of the cost of parts only in year three (3), 40% of the cost of parts only in year four (4), and 20% of the cost of parts only in year five (5). In each case, with the exception of the first year, the original consumer will be responsible to pay the balance of the cost of parts.

## PARTS WARRANTY & COVERAGE AND LIMITATIONS

### **Premier / Multimedia Series** - Three (3) Year Pro-rated Warranty

#### **Cover Material**

The warranty does not cover any damages due to improper use, excessive soiling, dye transfer from clothing to cover, pet damage, improper or unap-proved cleaning methods (see Product Care for details), chemical treatments, exposure to direct sunlight or colour fading. These instances will void the warranty.

#### **Leather - Three (3) year pro-rated warranty**

The warranty covers against seam slippage, tearing, splitting, cracking and dye transfers from the product. Leather is a natural material and, as such, each hide reflects its own characteristics. On average, four to five hides are used on most chairs. Variations in shade, grain, texture, patterns of original hair follicles, healed scars, brands, neck growth marks, nicks, scratches and wrinkles are a characteristic of leather and are not considered defects.

#### **Bonded Leather, Vinyl, Leather match, Polyurethane - One (1) year warranty**

The warranty covers all bonded, vinyl, leather match and polyurethane materials against splitting, cracking, and peeling.

Bonded leather is a term used for an upholstery material made as a layered structure with a center core fabric (usually polyester) for strength, a backing layer of shredded leather fibres and a polyurethane coating on the top that is embossed with a leather-like texture. It is NOT genuine leather. It does not have the same properties as leather and should not be represented as such.

Leather Match is a term used to describe an upholstered product where a portion of the product is real leather but the back, sides or less visible parts are an artificial material, usually vinyl, matched to look like leather.

#### **Seat Cushion Foam and Fiber-filled Components – Three (3) year pro-rated warranty**

Seat cushions are warranted against collapsing. All cushions will soften with use and will conform to the shape of the user. This softening is considered normal wear and is in no way considered a manufacturer's defect. Fiber-filled seat cushion tops, backs and arms will flatten with prolonged use. This is inherent to the design of fiber-filled and fiber-wrapped products. Regular fluffing will prevent internal fibers from matting and help to prolong the vibrancy of these products.

#### **Electronic Components – One (1) year warranty**

Electronics are warranted against manufacturing defects. **We** will not be responsible for any transportation costs in any of its warranty obligations. **We** will opt send replacement parts or replace the entire product, this is done at the sole discretion. The term "defect" as it is used in this warranty is defined as a flaw or deficiency that affects the intended use for which the product was manufactured. The warranty provides coverage to the original retail consumer only where the purchase has been made from an authorized retailer and therefore is non-transferable to any second or third party.

## PRODUCT CARE

**Leather Care** – Clean leather often, as frequent and gentle cleaning is easier on leather than less frequent, more aggressive cleaning. Cleaning will remove built-up dirt, skin oils and perspiration. 1. Protected (Pigmented) and Semi-aniline Leathers Clean with a mild soap and water solution. Use a mild soap with a neutral pH. Rinse with a clean, damp cloth to remove any soap residue. Do not use a soap product that is harsh on your skin, as it will be harsh on the leather. Always test the soap solution in an unseen area on the sofa to ensure that the solution does not damage the leather (no leather color transfer on to your cloth). Wipe with a dry cloth. 2. Natural (Aniline) Leathers Clean with only a slightly damp cloth. Do not use any type of soap on natural (aniline) leather. Wipe with a dry cloth. 3.

**Bonded Leathers** – Clean with a mild soap and water solution. Use a mild soap with a neutral pH. Rinse with a clean damp cloth to remove any soap residue. Do not use a soap product that is harsh on your skin, as it will be harsh on the leather. Always test the soap solution in an unseen area on the sofa to ensure that the solution does not damage the leather (no leather color transfer onto your cloth). Wipe with a dry cloth. Fabric Care Fabric manufacturers recommend regular dusting and vacuuming. Removable cushions should be fluffed regularly.

## GENERAL

Warranty does not apply to products that have been subjected to abuse, accident, modifications, improper handling or installation or repairs made by anyone other than an authorized **by** representative. Warranty may not apply to products where use of product has not been evenly distributed. Any application of third-party product invalidates Warranty.

At sole discretion, there is no promise to repay or replace product – only repair as per the pro-pated Warranty. Modifications to product outside of factory specifications voids warranty and consumer does so at their own risk.

## CAUTIONS

Do not move furniture in your home without carefully wrapping the furniture, including corners and feet or the bottom of the furniture, with a protective covering. This will help avoid damage to floors and/or wall surfaces, as well as help to prevent damage to the furniture itself. Do not move furniture on bare hardwood floors. At all times, place the furniture on a protective area rug or protective hardwood felt pads. This will protect your hardwood floors from potential scratches.

Do not expose leather or fabric to ink, bleach, oily substances, fluids, body oils, strong detergents (including laundry detergent), chemicals, and sharp objects as these may cause potential damage.

Do not leave reclining seats in the reclined position when not in use.

Do not allow children to play on mechanized furniture or to operate mechanisms.

Do not stand on chairs, and do not sit on ottomans.

Do not sit or rest heavy items on product arms.

Do not expose leather or fabric to ink, bleach, oily substances, fluids, body oils, strong detergents (including laundry detergent), chemicals, and sharp objects as these may cause potential damage.

Do not expose leather or fabric to sun or extreme light sources as this will cause fading and potential damage.

Do not remove your seat cushion covers for dry cleaning or separate washing.

Do not operate moving mechanisms and electronic components without making sure limbs and other obstructions are clear of leg rests and other moving parts.

Do not leave reclining seats in the reclined position when not in use.

Do not allow children to play on mechanized furniture or to operate mechanisms.

Do not stand on chairs, and do not sit on ottomans.

Do not sit or rest heavy items on product arms.

---

## MAKING A CLAIM

To make a warranty claim or to inquire about concerns with your product, please contact the authorized **by** retailer from where the original purchase was made. When making a claim under this warranty, proof of purchase with the original bill of sale and the product serial number are required. Should these not be available, **we** reserves the right to deny claim. **We** reserves the right to request photo verification and/or the return of defective parts.