

Warranty

Consumer Limited Warranty

Limited Warranty period begins at the time the end-use consumer receives the product and expires 90 days thereafter. Consumer Limited Warranty provides coverage to original purchaser and does not apply to rental, commercial, business, institutional or other non-residential uses. Consumer Limited Warranty only provides warranty to products under normal indoor household use. Any improper care and use including, but not limited to, damage by the use of detergents, abrasives or other harsh cleaning agents automatically void Consumer Limited Warranty. As only provides services and warranties to its authorized retailers, consumers should discuss any Consumer Limited Warranty issue with the retailer they originally purchased the merchandise from.

CONSUMER WARRANTY ON UPHOLSTERED PRODUCTS:

Provides 1-year limited warranty on upholstered products including chairs, love seats, sofas and certain accent pieces to the original purchaser. Warranty period starts from the date of purchase for 1 year and is Non-transferable. It covers residential use only, not commercial, rental or industrial use. The original bill of sale from the retailer where goods are purchased from is necessary for the fulfillment of the warranty.

- **Frame:** Provides 1-year limited warranty to consumers on frames of upholstered chairs, love seats, sofas, ottomans and certain accent pieces from the date of purchase so consumers are care-free from manufacturer defects such as poor material, shaky structure/mechanism or significant deformation in appearance. Will be responsible for reasonable and regular repair labor rate or provide replacement parts within 1 year from the date of purchase. The limited warranty applies only in normal usage condition and does not cover any misuse, abuse, or inadequate maintenance.
- **Leather:** Provides 1-year limited warranty to consumers on leather from the date of purchase, so customers are care-free from manufacturer defects such as cracking, peeling, dye transfer and seam slippage. Leather is like any natural product which has its own uniqueness and appearance. Therefore, as it only occurs in genuine leather, variations of shade and tone, such as scratches, notches or wrinkles, are considered normal rather than defective. Will be responsible for reasonable and regular repair labor rate or provide replacement parts within 1 year from the date of purchase. However, the warranty does not cover any improper or unapproved cleaning methods, especially unauthorized chemicals. Also, misuse, abuse, or inadequate maintenance voids warranties.
- **Fabrics:** Provides 1-year limited warranty to consumers on fabrics from the date of purchase against manufacturer defects such as fraying or seam slippage. The Limited Warranty does not cover fabric shrinkage, tears, color fastness, wear quality, snagging and peeling and voids when chemical or improper cleaning is performed. Will be responsible for reasonable and regular repair labor rate or provide replacement parts within 1 year from the date of purchase. However, the warranty does not cover any improper or unapproved cleaning methods, especially unauthorized chemicals. Also, misuse, abuse, or inadequate maintenance voids warranties.
- **Cushioning & Sleeper Mattress:** Provides 1-year limited warranty against loss of foam resiliency. All cushioning will naturally soften with normal use. This should be considered as normal wear and tear and not as a loss of resiliency or a manufacture defect. The Limited Warranty does not apply to conditions caused by physical damage, improper use or normal wear and tear after

the original sale. Obligation is limited to repair or replacement of any part covered under this warranty.

- **Sleeper & Recliner Mechanism:** Provides 1-year limited warranty to consumers on sleeper and recliner mechanisms from the date of purchase, so customers are care-free from manufacturer defects. Will be responsible for reasonable and regular repair labor rate or provide replacement parts within 1 year from the date of purchase. The limited warranty applies only in normal usage condition and does not cover any misuse, abuse, or inadequate maintenance.
- **This warranty does not cover:**
 - non-conformities in products bought for non-residential use, i.e. in environments other than the product's normal residential setting
 - faults or defects due to accidental damage
 - natural markings or creases caused by damage to the leather or by variations in the grain and color due to the leather's natural properties (characteristics that simply reflect the use of genuine leather)
 - cracking or peeling of the leather
 - damage caused by burns, cuts, pets, or other forms of improper use
 - damage caused by the user's negligence or by unsuitable cleaning or treatment of the upholstery
 - damage to the leather or fabrics caused by the application of inappropriate chemicals, detergents or softeners or treatments not authorized by us
 - damage caused by corrosive materials, such as acids, solvents, dyes, inks, paints, or human or animal body fluids
 - damage from direct exposure to sunlight and/or heat sources, and similar conditions, with resulting discoloration • product damage due to abuse, improper use, or force majeure
 - items sold as samples, as used goods, or "as is"
 - damage due to repairs made by technicians not authorized by us

Please also note that the cushions will normally become softer with use; hence, this cannot in any way be interpreted as a loss of quality due to production faults, defects in materials, or non-conformities of any kind.