

VLR – Warranty

Your VLR warranty will begin 30 days after receipt of your upholstery product from Wayfair. The upholstery furniture you have purchased from Wayfair is made to your individual specifications and therefore cannot be exchanged or refunded. Depending on your warranty question, a photograph may be required so we can better assist you in resolving the issue. We want every purchase to be a positive experience and will do our best to make you satisfied. VLR does reserve the right to determine the best course of action on all warranty claims.

Upholstery Warranty

Frames – 5 Years Parts / 1 Year Labor

The frame, upholstered in the original fabric under normal household use and conditioning, is warranted to the original residential purchaser against defects in materials and workmanship for five (5) years.

Springs and Spring System- 5 Years Parts / 1 Year Labor

The manufacturer warrants you that the spring construction in this product is free from defective material and workmanship for five (5) years to the original residential purchaser under normal household use and conditions.

Sleeper Mechanisms - 3 Years Parts / 1 Year Labor

All sleeper mechanisms will be free from defective materials and workmanship for a period of three (3) years from the date of purchase under normal household usage.

Mattress – 3 Year

The Manufacturer warrants to the original purchaser that the mattress is free from material and workmanship defects for three (3) years from the date of purchase under normal household usage and conditions.

Foam and Fiber Seat and Fiber Back Cushions - 3 Years Parts

The Manufacturer warrants all standard seat cushions against abnormal loss of foam resiliency for three (3) years from the date of purchase to the original residential purchaser. Do not confuse normal softening that occurs in all foam with actual loss of resiliency. Seat and back cushions will conform to its user with use and aging. All fiber and fiber foam combinations should be fluffed regularly to retain even distribution of fibers. To keep your new purchase in best condition, we suggest vacuuming and, if reversible, turning the cushions over on a regular basis for prolonged cushion life.

Down Blend Seat Cushions - 1 Year Parts

The manufacturer warrants all down blend cushions against abnormal loss of foam resiliency to the original residential purchaser for one (1) year. Down blend and polyester blend combinations will over time lose some initial loft and natural wrinkling will occur. This should be considered normal wear and not a loss of resiliency or a manufacturing defect.

Fabric - 1 Year

Although the mills offer us no warranty, the Manufacturer warrants all upholstery fabrics against defective material and seam slippage under conditions of normal use and prescribed cleaning for one (1) year from the date of purchase. Zippers and stitching are warranted for one (1) year against failing. Visible defects such as rubs, tears, or holes should be reported to the Wayfair within 30 days after receiving the product. Since manufacturers of upholstery fabrics do not guarantee products for wearing quality, color fastness, fabric shrinkage, fiber migration, pilling, wrinkling, or stretching, these properties are not covered under this warranty.

Fabric damage or failure due to chemical treatments applied by the consumer, heavy soiling, or improper cleaning will void this warranty. For major cleaning, consult a professional furniture cleaning service.

Leather - 1 Year

On all 100% top grain cowhide leathers and top grain leather, the Manufacturer warrants the leather against splitting and tearing for one (1) year from the date of purchase under normal household usage. Zippers and stitching are warranted for one (1) year against failing. Visible defects such as rubs, tears, or holes should be reported to Wayfair within 30 days after receiving the product.

Exclusions

This warranty does not include coverage for natural markings, wrinkling, stretching, or variations in grain or color. These are nature's signatures and prove the authenticity of the leather. These distinguishing marks should not be considered defects. Claims due to cuts, burns, pet damage, damage caused by contact with rough or sharp objects or damage from acts of God are excluded from this warranty. This warranty also does not cover spills such as acid, dyes, wine, solvents, any corrosive chemicals, ink, paint or body fluids. The following will void this warranty: evidence of excessive soiling, improper cleaning, abuse, negligence, treating the leather with chemical products applied by the consumer, as well as fading due to exposure of the leather to the sun, extreme heat or bright lights.

Warranty Service

All claims for services must be accompanied by proof of purchase (digital receipt). Contact VLR to request warranty service under this warranty (warranty@stoneandleigh.com). Stone & Leigh will not be responsible for transportation or packing charges without prior approval. Repair, replacement, or substitution, as determined by Stone & Leigh, will be made as soon as practical. After the first year of the warranty period, **the purchaser is responsible for the labor and shipping costs** associated with repair.