

10 YEARS – FRAME

Armrests and backrests are not designed as seating. Do not sit on armrests or apply excessive weight to frames. A frame damaged as a result of force or excess weight is not covered by warranty. The supplier will, within 10 years of the original sale of this product, repair or replace any part of the frame construction which it deems to be defective in workmanship or materials. Structural frame warranty does not include leather, fabric, recliner actions or seat suspension systems.

5 YEARS – FOAM

Sofa foams and padding will naturally soften and lose shape over time, leather and fabric covers will crease in accordance with usage. Areas of greater use are likely to soften earlier than unused areas, fabric and foam is expected to be compacted over time and is normal. Seat cushion foam and filling materials (including springs) are warranted against defective material or workmanship for a period of 5 years from the date of the original purchase.

5 YEARS – MECHANISM

This warranty covers the mechanism if there is a fault due to manufacturing or faulty materials or workmanship. Please note this warranty does not cover any type of minor noise or sound in the mechanism as it is normal and a result of general use. Warranty does not cover misuse and misconduct of product beyond its general purposes. Recliner actions are not intended to support weights over 120 kilograms unless otherwise stated, any weight in excess will void warranty (excludes Colorado Dual Motor Lift Chair and Texas Dual Motor Lift Chair).

2 YEARS – POWER/ELECTRICAL

This warranty covers hand controls and triggers if damaged or lost. Please do not place excess length of electric cable under the recliner chair. Wires may get caught in moving parts and result in a short circuit in the electrical system. Replacement or disposal of spent batteries/rechargeable batteries are not covered by this warranty. Cords, wires, connections are not covered by this warranty when obvious tampering or abuse is present, and only covered if supplier deems it to be defective in workmanship or materials.



2 YEARS – LEATHER

Natural products such as leather have unique characteristics that means no two pieces are exactly the same. As such, natural marking and grain variations are not considered defects. The supplier will, within 2 years of the original sale of the leathercovered product, repair or replace the leather covering if it is subject to technical faults from the tanning process that result in abnormal or unusual wear or colour changes. We do not cover damage caused by chemical treatments /incorrect cleaning procedures, or fading due to sunlight and aging. Please follow instructions received with chair.

2 YEARS – FABRIC/STITCHING

The supplier will, within 2 years of the original sale of the fabric-covered product, repair or replace the fabric covering if it is subject to technical faults from the manufacturing process that result in abnormal or unusual wear or colour changes. This warranty does not cover tears, flattening of nap, pilling, fading, or shrinking, and is not valid when heavy soiling or abuse is evident. We do not cover damage caused by chemical treatments or incorrect cleaning procedures or fading due to sunlight and aging. Please follow instructions received with chair. Loose threads should be cut off, not pulled, and loops should be pushed back in, not cut.

WARRANTY CONDITIONS:

- The warranty is valid for domestic and residential use only and is not valid for commercial use.
- The benefits provided to the consumer by the warranty are in addition to other rights and remedies available to the consumer under the law.
- The warranty is valid for the original purchaser only when purchased from an authorised reseller, is not transferable or assignable. Purchases for gifting are valid for the warranty from the original purchase date provided proof of purchase is supplied and the claim is made by the original purchaser.
- The warranty applies only to furniture that has been assembled, cared for, cleaned, and otherwise maintained in accordance with the instructions supplied with the goods.
- Normal wear and tear is not covered by the warranty.
- Damage caused by mistreatment, incorrect cleaning, cleaning materials, applications, or animals, is not covered by the warranty.
- Fading or damage caused by exposure to direct sunlight and heat sources or brightly lit environments is not covered by the warranty.
- Damage incurred during transport is not covered by the warranty.
- Repairs and alterations to the product which are not performed by the supplier or its authorised agents will void the warranty.
- Do not use abrasive, acidic, caustic, or spirit cleaners as they will damage the surface and void your warranty. Please note: special care should be taken for customers taking certain medications (including but not limited to; chemotherapy, blood pressure, heart medications etc). Some of these medications can be transferred through skin/perspirations and onto the surface of the furniture and cause stains and damage. If you use these kind of medications, we recommend increasing the frequency of cleaning and protecting your leather products. Pay attention to arms and headrests, and those areas that experience the greatest body contact. We strongly encourage using a cover to protect the chair from the medications and changing regularly.
- Should it be necessary for returns, repairs, or replacements, all transportation costs will be payable by the purchaser unless written authorisation from supplier is given.

WARRANTY	COVERED	NOT COVERED
FRAME 10 YEARS	Supplier will replace or repair any part of the frame construction which it deems to be defective in workmanship or materials.	A frame damaged as a result of force or excess weight is not covered by warranty.
FOAM 5 YEARS	Seat cushion foam and filling materials (including springs) are warranted against defective material or workmanship.	General wear and tear. Sofa foams and padding will naturally soften and lose shape over time, leathers and fabric covers will crease according to use and it is expected to compact over time.
MECHANISM 5 YEARS	The mechanism if there is a fault due to manufacturing of faulty materials or workmanship	Any type of minor noise or sound in the mechanism as it is normal and a result of general use. Misuse and misconduct of product beyond its general purposes. Recliner actions are not intended to support weights over 120 kilograms unless otherwise stated, any weight in excess will void warranty (excludes Colorado Dual Motor Lift Chair and Texas Dual Motor Lift Chair).
POWER/ ELECTRICAL 2 YEARS	Hand controls and triggers if damaged or lost. Cables are covered when defective due to workmanship or materials.	Replacement or disposal of spent/rechargeable batteries are not covered. Cables are not covered when obvious tampering or abuse is present.
LEATHER 2 YEARS	Repair or replace leather covering if it is subject to technical faults from tanning process that result in abnormal or unusual wear and colouring.	Natural markings and grain variations are not considered defects. Any damage caused by chemical treatments/incorrect cleaning procedures, or fading due to sunlight and aging.
FABRIC/ STITCHING 2 YEARS	Repair or replace the fabric covering if it is subject to technical faults from the manufacturing process that result in abnormal or unusual wear or colour changes.	Tears, flattening of nap, pilling, fading, shrinking. Warranty is void when heavy soiling or abuse is evident. Any damage caused by chemical treatments/incorrect cleaning procedures, or fading due to sunlight and aging.