



## LIFETIME WARRANTY

### Simpli Home Terms and Conditions

Thank you for purchasing a SIMPLI HOME product. Our products have been made to meet high-quality standards and are guaranteed for domestic use against manufacturing faults for a life time period.

In case of any malfunction of your SIMPLI HOME product (hardware failure, missing parts, etc.) please visit our website [www.SIMPLI-HOME.com](http://www.SIMPLI-HOME.com) and submit a request by providing your information to Customer Service. Indicate the product model number, part number (with quantity) or letter, your full name, mailing address, phone number and pictures. You may also contact us at our toll-free service line, 1-866-518-0120 from 9 AM to 4 PM EST, Monday to Friday or by email at [customerservice@simpli-home.com](mailto:customerservice@simpli-home.com)

All warranties are subject to the purchase from our authorized dealers only. Proof of purchase (original receipt or email receipt) will be required for all claims against all warranties. In case of lack of proof of purchase, email us at [customerservice@simpli-home.com](mailto:customerservice@simpli-home.com)

Warranty is applied to and limited to manufacturing and material defects of frame and mechanism parts that appear under normal, indoor residential use only. Please view our full warranty policy, provided below:

Lifetime warranties will not be applicable to regular wear and tear of any replaceable assembly parts such as legs, fabric, leather, threads/stitching, foam, cushions, trays and decorative elements. Rusting of any metal parts—hardware, legs and scratches are not covered in this policy.

Warranties do not apply to products used in non-residential and outdoor spaces.

Warranty is subject to repair, replacement, or substitution of parts only. Full refunds will not be applicable under lifetime warranty.

Warranty will be voided by evidence of excessive soiling, improper cleaning or treatment, an attempted repair unless authorized by the company agent, overloading, negligence, abuse, or abnormal use or use contrary to the advisories or instructions contained herein.

In case of discontinued product, SIMPLI HOME will reserve the right to decide replacement, part replacement, repair labor cost and other solutions.

Due to continuous product improvement, we reserve the right to change the product specifications without prior notice.

Our lifetime warranty is applicable for Ottoman/Footstool purchased from June 1, 2019 and onwards.

We hold the rights to cancel or modify the policy at any time without any prior information or notice to the customer.