

## MANUFACTURER'S LIMITED WARRANTY

Thank you for purchasing this fine furniture product by Klaussner Home Furnishings. We express our confidence in the product by giving you this Limited Warranty. Please read the terms of coverage carefully.

### **GENERAL TERMS**

This Limited Warranty is extended only to the original residential retail purchaser and is not transferable by the original residential retail purchaser.

This Limited Warranty applies only under normal household use and conditions. Any other use or any misuse will void this Limited Warranty.

**After one year, if applicable, this Limited Warranty covers replacement parts and materials only, and the original residential retail purchaser will be responsible for all labor and shipping costs associated with the replacement of parts and materials.**

THIS LIMITED WARRANTY DOES NOT COVER SCRATCHES, DENTS, SNAGS, OR OTHER DAMAGE TO WOOD FLOORING, CARPET OR ANY OTHER TYPE OF FLOORING OR FLOOR COVERING. Please take care in the placement of your furniture, avoid sliding the furniture, and use floor protectors designed to protect your flooring and carpet. If floor protectors are applied by the Manufacturer, they may not prevent damage to your flooring or carpet.

THIS LIMITED WARRANTY DOES NOT APPLY TO ANY PRODUCT THAT WAS USED AS A FLOOR SAMPLE OR DISPLAY MODEL, THAT WAS PURCHASED "AS IS" OR THAT WAS PURCHASED AT A GOING OUT OF BUSINESS OR TENT SALE, FROM A LIQUIDATOR, OR ON CLEARANCE OR CLOSE-OUT.

SOME RETAILERS OFFER EXTENDED OR ADDITIONAL WARRANTIES, EITHER DIRECTLY FROM THE RETAILER OR INDIRECTLY THROUGH A THIRD-PARTY. THE MANUFACTURER SHALL NOT BE LIABLE UNDER ANY EXTENDED OR ADDITIONAL WARRANTIES OFFERED BY ANY RETAILER OR THROUGH A THIRD-PARTY.

THIS LIMITED WARRANTY DOES NOT APPLY TO RENTAL, BUSINESS, COMMERCIAL, INSTITUTIONAL, OR OTHER NON-RESIDENTIAL USES, OR TO ANYONE OTHER THAN THE ORIGINAL RESIDENTIAL RETAIL PURCHASER.

### **FRAME –Limited Lifetime Warranty**

The Manufacturer warrants to the original residential retail purchaser that the frame, upholstered in the original fabric, will be free from defects in materials and workmanship for the normal useful life of the product under normal household use and conditions.

### **SPRING CONSTRUCTION –Limited Lifetime Warranty**

The Manufacturer warrants to the original residential retail purchaser that the seat and back spring construction will be free from defects in materials and workmanship for the normal useful life of the product under normal household use and conditions.

### **CUSHIONS AND PILLOWS –Limited Warranty**

The Manufacturer warrants to the original residential retail purchaser that all seat cushions, back pillows and arm pillows will be free from defects in materials and workmanship from the date of purchase under normal household use and conditions for the following periods:

- All Back Pillows and Arm Pillows – one (1) year from date of purchase
- Standard Seat Cushions and Posture Plush (PP) Seat Cushions – three (3) years from date of purchase
- Down Blend (DB) and Inner Coil Seat Cushions – five (5) years from date of purchase
- Gel infused Seat Cushions – ten (10) years from date of purchase
- Do not confuse normal softening that occurs in all foam with actual loss of resiliency. Cushions and pillows will conform to the user with use and aging. All fiber and fiber foam combinations should be fluffed regularly to retain even distribution of fibers. If reversible, we suggest turning seat cushions over on a regular basis for prolonged life.

#### **MOTION MECHANISMS AND ELECTRICAL PRODUCTS – Limited Warranty**

The Manufacturer warrants to the original residential retail purchaser that all motion mechanisms and electrical products will be free from defects in materials and workmanship from the date of purchase under normal household use and conditions for the following periods:

- Recliner, Swivel, Rocker, and Glider Mechanisms – Limited Lifetime (normal useful life of the product)
- Electrical Motors (excluding lift chair motors) – five (5) years from date of purchase
- Electrical Products (lift chair motors, heating and massage units, hand controls, AC Adaptors/Transformers, and air mattress pumps) – one (1) year from date of purchase

#### **SLEEPER MECHANISMS – one (1) year Limited Warranty**

The Manufacturer warrants to the original residential retail purchaser that all sleeper mechanisms, including the springs therein, will be free from defects in materials and workmanship for one (1) year from the date of purchase under normal household use and conditions.

#### **SLEEPER MATTRESS – Limited Warranty**

The Manufacturer warrants to the original residential retail purchaser that the mattress will be free from defects in materials and workmanship from the date of purchase under normal household use and conditions for the following periods:

- Innerspring, latex, and memory foam mattresses – two (2) years from date of purchase but, during the second year, 10% of the replacement cost of any defective mattress must be paid by the original residential retail purchaser.
- Air mattresses – three (3) years from date of purchase but, during the second year, 10% of the replacement cost of any defective mattress must be paid by the original residential retail purchaser, and 20% of the replacement cost must be paid during the third year.
- All other mattresses – one (1) year from date of purchase.

#### **FILLING – one (1) year Limited Warranty**

The Manufacturer warrants to the original residential retail purchaser that all filling materials, including fiber and padding, will be free from defects in materials and workmanship for one (1) year from the date of purchase under normal household use and conditions.

#### **FABRIC – one (1) year Limited Warranty**

The Manufacturer warrants to the original residential retail purchaser that all upholstery fabrics will be free from defects in materials and workmanship, and from seam slippage due to defects in materials or workmanship, for one (1) year from the date of purchase under normal household use and conditions and prescribed cleaning. Zippers and stitching are warranted to the original residential retail purchaser against failing due to defects in materials or workmanship for one (1) year from the date of purchase. Visible defects such as rubs, tears, or holes should be reported to the retailer within 30 days after receiving the product. Fabric damage or failure due to chemical treatments applied by the retailer or consumer, heavy soiling, improper cleaning, spills, cuts, burns or pet damage will void this warranty. For major cleaning, consult with your retailer or a professional furniture cleaning service. Color fastness, fading, fabric shrinkage, fiber migration, pilling, wrinkling, and stretching are not covered under this warranty.

#### **LEATHER – one (1) year Limited Warranty**

The Manufacturer warrants to the original residential retail purchaser that all top grain cowhide leathers and top grain leather/vinyl splits will be free from defects in materials and workmanship, and from splits and tears due to defects in materials or workmanship, for one (1) year from the date of purchase under normal household use and conditions and prescribed cleaning. Zippers and stitching are warranted to the original residential retail purchaser against failing due to defects in materials or workmanship for one (1) year from the date of purchase. This warranty does not include coverage for natural markings, wrinkling, stretching, variations in grain or color, or fading due to exposure to the sun, heat or lights, all of which are normal or natural characteristics that are not due to defects in materials or workmanship. Leather damage or failure due to chemical treatments applied by the retailer or consumer, heavy soiling, improper cleaning, spills (including, but not limited to, acid, dyes, wine, solvents, corrosive chemicals, ink, paint or body fluids), cuts, burns or pet damage will void this warranty.

#### **ALL OTHER COMPONENTS, PARTS AND FINISHES – one (1) year Limited Warranty**

All parts and components not specifically included in the above warranties, including but not limited to finishes, legs, and casters, are warranted to the original residential retail purchaser to be free from defects in materials and workmanship for one (1) year from the date of purchase under normal household use and conditions. Color variations will exist from time to time and are not due to any defect in materials or workmanship.

#### **WARRANTY SERVICE**

For one (1) year after the date of purchase by the original residential retail purchaser, the Manufacturer will either repair or replace (at its option) any product that has a defect in materials or workmanship covered by this Limited Warranty without charge. **To obtain service under this Limited Warranty, you must contact the original furniture retailer from whom you purchased the product and provide the serial number and proof of the original purchase.** If required, the retailer will contact the Manufacturer to obtain service. The original residential retail purchaser is responsible for delivery to and from the retailer, if necessary. If the applicable warranty period continues for more than one (1) year, then after one (1) year, the Manufacturer will provide the replacement parts and materials, but the original residential retail purchaser will be responsible for all labor and shipping costs associated with the repair or replacement of the parts and materials. Mattresses having a warranty of more than one (1) year will be replaced for the original residential retail purchaser on a pro-rated basis as stated above under “SLEEPER MATTRESS”.

If a problem occurs and you have moved or your retailer has moved, contact the Manufacturer’s Consumer Relations Department at 1-888-732-5948. If identical materials are unavailable at the time of repair, the Manufacturer reserves the right to substitute materials of equal quality. The Manufacturer reserves the right to change specifications without notification.

#### **IMPORTANT INFORMATION**

THIS LIMITED WARRANTY IS EXPRESSLY IN LIEU OF ALL OTHER WARRANTIES, LIABILITIES AND OBLIGATIONS OF THE MANUFACTURER, ORAL OR WRITTEN, EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. NO REPRESENTATIVE OF THE MANUFACTURER OR ITS RETAILERS IS AUTHORIZED TO MAKE ANY CHANGES OR MODIFICATIONS TO THIS LIMITED WARRANTY.

SOME STATES DO NOT ALLOW THE DISCLAIMER OF IMPLIED WARRANTIES AND, THEREFORE, IMPLIED WARRANTIES, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, IMPOSED ON THE SALE OF THIS FURNITURE AND ITS PARTS UNDER STATE LAW ARE LIMITED TO THE TIME PERIODS STATED ABOVE FOR, RESPECTIVELY, FRAMES, SPRING CONSTRUCTION, CUSHIONS AND PILLOWS, MOTION MECHANISMS AND ELECTRICAL PRODUCTS, SLEEPER MECHANISMS, SLEEPER MATTRESSES, FILLING, FABRIC, LEATHER AND ALL OTHER FURNITURE PRODUCTS, PARTS AND FINISHES. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU.

THE MANUFACTURER SHALL NOT BE LIABLE FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES OF ANY KIND, SUCH AS LOSS OF USE, INCONVENIENCE, AND LOSS OR DAMAGE TO PERSONAL PROPERTY, AND IN NO EVENT SHALL THE LIABILITY OF THE MANUFACTURER EXCEED THE ORIGINAL PURCHASE PRICE OF THE PRODUCT. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU.

THIS LIMITED WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS AND YOU MAY ALSO HAVE OTHER RIGHTS THAT VARY FROM STATE TO STATE.

## **CAUTION**

**All motion furniture, including recliners, reclining sofas and loveseats, sleep sofas, lift-top tables, etc., has many moving parts. Caution must be used in operation (reclining, opening, closing, etc.). Children should not be allowed to play on or operate motion furniture. Always leave recliners in an upright and closed position and keep hands and feet clear of mechanism. Only the occupant should operate them.**

**August 2018**