

## WARRANTIES

**Warranty Requirements** Warranty periods listed below begin at the date of invoice from us to our retailer and are extended only to the original owner/purchaser. The purchaser should report service issues to the retailer from which the product was purchased. The retailer will contact us regarding service arrangements. If service is necessary and cannot be provided locally, the product will be returned to our factory. The retailer will be responsible for any wrapping and cartoning fees incurred for the product return. After service has been completed, the product will be returned to the retailer free astray with the original freight carrier. The retailer will provide transportation between the customer and the retailer without reimbursement from us as part of the retailer's normal service obligation. The purchaser has specific legal rights under this warranty and may have other rights which vary from state to state.

**Dimensions** Each piece is individually crafted on a custom order basis. It is for this reason that the dimensions listed are approximate and can vary due to fabric, internal filling, as well as the individual craftspeople involved with its manufacturing. We reserve the right to make minor construction or design changes for product improvement.

**Frame** Frames are made using 5/4" or thicker kiln-dried select hardwoods or engineered hardwoods from verified sustainable forests. Joints are double-doweled, glued, screwed, and blocked on every corner or mortise and tenon construction for rigidity and strength. Each piece is designed and gauged to withstand everyday household usage. All frame components (excluding legs) are warranted against defective material and workmanship for life to the original owner/purchaser.

**Suspension** Non-absorbent, odor-free polypropylene sheeting and steel strapping provide lasting support for the double-cone coil springs. Made from recycled steel, these springs are clinched to prevent shifting, then interlaced and hand-tied with fine twine in eight directions. The bed of suspended coils is covered with the appropriate materials for each piece including a special deck padding made using regenerated fiber and soft batting. All components of the suspension are warranted against defective material and workmanship for life to the original owner/purchaser.

**Back / Seat Cushions** Cushions are warranted to remain resilient and free from manufacturing defects for five (5) years beginning at the date of invoice from us to our retailer. Loss of resiliency should not be confused with softening. Under normal household use, cushions will soften and conform to the user's shape and become more comfortable. Softening is not covered by the warranty. Proper maintenance including frequent seat and back rotation will provide longer life and greater durability.

**Sleeper Mattress** All components of our standard Kingsdown® sleeper mattress are warranted against defective material and workmanship for five (5) years beginning at the date of invoice from us to our retailer.

**Air Dream Mattress** The mattress, air bladder, and air bladder valve are warranted for three (3) years, and the pump for one (1) year against defective material and workmanship beginning at the date of invoice from us to our retailer.

**Motion Mechanisms** Sleeper bed units, swivels, swivel gliders, and swivel rockers are warranted against defective material and workmanship for three (3) years beginning at the date of invoice from us to our retailer.

**Fabric** The warranty for fabrics (including slipcovers) relies upon the warranty from the fabric mill in regards to quality, color fastness, and/or durability. Any service arrangements are at the discretion of the fabric mill. This warranty does not cover fading, pilling, or shrinkage, and is not valid where there is evidence of heavy soiling. All fabric warranties are null and void if improperly cleaned or treated with a chemical fabric treatment.