

Shoreline Collection: Warranty

Warranty

Our commitment is to provide you with the highest materials and workmanship that will give you years of comfort, service and beauty; therefore we provide a lifetime limited warranty to the original owner of the upholstery.

Frames and Suspension Seating System

We warrant the frame and seating system to be free of manufacturing defects for the for the life of the product under conditions of normal, non-commercial use. The Drop in Coil unit and Swivel Glider and glider ottoman mechanisms are warranted for 3 years. The Bar Chair Stretcher is warranted for 1 year.

Cushions

We warrant our High Resiliency Foam seat cushion against loss of resiliency for ten years under conditions of normal, non-commercial use. We warrant our Feather Blend Wrap and Comfort Chic seat cushions against loss of resiliency for five years under conditions of normal, non-commercial use. The fiber on the cushions will relax and soften with normal use so we recommend flipping and rotating your seat and back cushions. We are unable to warrant the actual material in our seat or back cushions.

Sleeper Mattress & Mechanism

We warrant our sleeper mechanism and mattresses to be free of manufacturing defects for a period of three years under conditions of normal, non-commercial use. Motors for air mattresses are warranted for one year under normal, non-commercial use.

Fabrics

The fabric on the base frame and slipcovers are warranted for workmanship of zipper, seam slippage and fraying for one year under conditions of normal, non-commercial use. The fabrics themselves are not warranted due to the unique properties of each type of fabric and how they are cleaned. Wearing, wrinkling, fading, pilling and contrast welt bleeding are not covered. Due to normal fabric production process we are not responsible for dye lots not matching on pieces ordered at different times. Our slipcovers are recommended as dry clean only to increase the longevity of the fabric but select pre-washed fabrics and outdoor fabrics are machine washable if the proper washing instructions are followed. This warranty does not cover fabric that has been treated with solvent repellent treatment or any type as fabric treatment may alter the color of the fabric when it is dry cleaned or washed.

Service

We guarantee to the original purchaser that we will repair or replace, at our option any part or parts we deem to have manufacturing defects as outlined in our warranties. To obtain service under the warranty you must supply complete information about the product and defect, including digital photos of the defect, to allow a proper evaluation and remedy.