Fairfield Warranty Information

Upholstery	Residential Coverage*	Commercial Coverage*	Exclusions
Workmanship	One (1) year	One (1) year	Fairfield warrants standard catalog products for one (1) year from the date of invoice to the original agent/dealer against defects in workmanship when put to ordinary use. This warranty does not cover damage or injury caused by unreasonable or abusive use, climatic/environmental conditions, issues caused during installation, freight damage, unauthorized repair, failure to provide necessary or reasonable care, by accident, alteration, tampering or negligence.
Frames	Limited Lifetime	Five (5) years	If these components do not perform as expected under normal conditions, these items will be repaired or replaced at No Charge, once our staff has determined "liability." This service policy extends solely to the original customer under conditions of normal use and service.
Fabrics	Not Warranted	Not Warranted	Fairfield does not guarantee and will not assume responsibility for color fastness or the wearing qualities of any fabric. Any adjustment made will depend on the fabric manufacturer's willingness to stand behind their product. We cannot be responsible for color variations beyond a reasonable commercial match. Fairfield will not be responsible for fabric that has been treated with a stain-repellent finish by the customer. Fairfield will not be responsible for costs associated with repair or replacement of fabrics that deteriorate, delaminate or other wise fail in the field. Always refer to textile cleaning and care methods provided by the fabric manufacturer. Fairfield does not warrant damage to fabrics caused by improper cleaning and care methods.
Customer's Own Material (COM) or FOM (Graded-In purchased on behalf of the customer)	Not Warranted	Not Warranted	Once a COM or FOM fabric is inspected, measured and accepted, Fairfield assumes no responsibilities for its overall performance, flammability, durability, color fastness, or any other quality issues after upholstery on a Fairfield product. Fairfield will not be held responsible for any tailoring variance that results from the application of a particular fabric to a specific frame. All COM and FOM fabrics must have backing applied or will be rejected for upholstery. Fairfield reserves the right to refuse any material not suitable for upholstery sent in to be used as COM. Fairfield will not be responsible for fabric that has been treated with a stain-repellent finish by the customer. Fairfield will not be responsible for costs associated with repair or replacement of fabrics that deteriorate, delaminate or other wise fail in the field. Always refer to textile cleaning and care methods provided by the fabric manufacturer. Fairfield does not warrant damage to fabrics caused by improper cleaning and care methods.
Leather	Not Warranted	Not Warranted	The following properties are not covered under this warranty: Colorfastness, Shrinkage, Wrinkling and Stretching. Leather is a natural material, with every hide uniquely enhanced by natural features. Wrinkles, scratches, insect bites, healed scars, naturally occurring color variations, and other natural markings are not flaws. To limit naturally occurring variations, reduce exposure to direct sunlight, extreme temperatures, and washing. Body oils and perspiration can change the color and appearance of leather.
Ultra Plush, Luxury Plush, Repose, and Classic Plush Seat Cushions	Limited Lifetime	One (1) year	If these components do not perform as expected under normal conditions, these items will be repaired or replaced at No Charge, once our staff has determined "liability." Cushions can lose 1/2" - 3/4" of loft during the break-in period. This is considered normal and not a defect. This service policy extends solely to the original customer. Regular maintenance, rotating and fluffing is recommended for all cushions.
Blendown and Spring Down Seat Cushions	Limited Lifetime	One (1) year	If these components do not perform as expected under normal conditions, these items will be repaired or replaced at No Charge, once our staff has determined "liability." Cushions can lose 1/2" - 3/4" of loft during the break-in period. This is considered normal and not a defect. Compression of blendown materials and occasional loss of feathers and loss of shape is considered normal. This service policy extends solely to the original customer. Regular maintenance, rotating and fluffing is recommended for all cushions.
Endurance Seat Cushions	Limited Lifetime	Five (5) years	If these components do not perform as expected under normal conditions, these items will be repaired or replaced at No Charge, once our staff has determined "liability." Cushions can lose 1/2" - 3/4" of loft during the break-in period. This is considered normal and not a defect. This service policy extends solely to the original customer.
Back Pillows	Limited Lifetime	Five (5) years	Warranty does not cover normal compression of fillings materials. Fluff all semi-attached back pillows and rotate and fluff all loose back pillows regularly.
Arm Pillows	One (1) year	One (1) year	Warranty does not cover normal compression of fillings materials. Fluff all throw pillows regularly.
Knee-Tilt and Gas Lift Mechanisms	Two (2) years	Two (2) years	Under conditions of normal use and service.
Manual Executive Swivel Bases and Mechanisms	Five (5) years	Five (5) years	Under conditions of normal use and service.
Casters	Five (5) years	Five (5) years	Fairfield's standard caster is suitable for most floors. Our casters function best on a low pile carpet or solid flooring. We cannot control how carpet or flooring will limit the caster's ability to function. Fairfield does not accept liability for damages to a floor that might be created by the use of an improper caster. Always consult the flooring manufacturer for recommendations of caster use.
Glides	Not Warranted	Not Warranted	Fairfield's standard glide is suitable for most floors; however, we offer specialty upcharge glides which may be preferable on certain types of flooring. Fairfield does not accept liability for damages to a floor that might be created by the use of an improper or incorrect glide. Always consult with the flooring manufacturer for their recommended glide.

Fairfield Warranty Information *(continued)*

Upholstery	Residential Coverage*	Commercial Coverage*	Exclusions
Motion Battery Packs	One (1) year	One (1) year	
Motion Control Switches	One (1) year	One (1) year	
Recliner Mechanisms (non-motorized)	Three (3) years	Three (3) years	Fairfield will replace defective parts of inner mechanisms and pay installation costs up to $150 for the first (1) year. Within three (3) years inner mechanism will be replaced by Fairfield, but freight and installation costs are not included after the first (1) year. After three (3) years, the inner mechanism may continue to be serviced, but Fairfield reserves the right to charge for repair or replacement of any mechanism.
Recliner Mechanisms (motorized)	Three (3) years	Three (3) years	Fairfield will replace defective parts of inner mechanisms and pay installation costs up to $150 for the first (1) year. Within three (3) years, a defective inner mechanism will be replaced by Fairfield, but freight and installation costs are not included after the first (1) year. After three (3) years, the inner mechanism may continue to be serviced, but Fairfield reserves the right to charge for repair or replacement of any mechanism.
Swivel and Swivel Glider Mechanisms	Three (3) years	Three (3) years	Under conditions of normal use and service.
Sleeper Mechanisms	Two (2) years	Two (2) years	Under conditions of normal use and service.
Innerspring Sleeper Mattresses (Visco & Gel Plush)	Five (5) years	-----	Under conditions of normal use and service.
Renting, recovering, misuse or abuse	Not Warranted	Not Warranted	
Damage due to carrier or customer handling	Not Warranted	Not Warranted	Should damage be discovered after delivery, you are responsible for filing a written concealed damage claim with the carrier, requesting the carrier to make an inspection, and creating a written damage report for the carrier. Freight claims must be communicated within 15 days of receipt of products. Products that are moved from the original delivery address and are not inspected at the time of receipt negate this warranty. Storage or installation of Fairfield products in any facility other than a temperature and humidity controlled environment voids all warranties, expressed or implied.

Casegoods	Residential Coverage*	Commercial Coverage*	Exclusions
Casegood Wood Products	One (1) year	One (1) year	Fairfield warrants standard catalog products for one year from the date of invoice against defects in workmanship when put to ordinary use. This warranty does not cover damage or injury caused by unreasonable or abusive use, climatic/environmental conditions, issues caused during installation, freight damage, unauthorized repair, failure to provide necessary or reasonable care, by accident, alteration, tampering or negligence. Variations in raw materials, wood grain, color, texture, markings and distressing are inherent natural characteristics of wooden furniture. Natural color changes, variations, or movement in lumber or veneer products, and exposure to extreme temperature changes and/or direct sunlight, may cause color and/or surface changes which are not considered defects. Certain casegood products are made with a variety of materials found in nature. These include, but are not limited to, various wood and plant species, stone and minerals, shells and certain animal bi-products. Fairfield warrants these materials free from defects and workmanship for a period of one (1) year from date of invoice to the original agent/dealer. However, certain changes in these materials over time are expected and are not considered defects.
Marble and Stone Tops	120 Days	120 Days	Marble and stone tops are warranted to be free of defects in material and workmanship when put to ordinary use for 120 days from the date of invoice. Variations in raw materials, color, texture, veins and voids are a natural character of this product and are not considered a defect. Due to the absorbent characteristics of genuine marble, Fairfield does not warrant against stains that occur as result of spills. Marble and Stone should be inspected at the time of delivery.
Acrylic, Glass and Mirrors	120 Days	120 Days	Acrylic, Glass and Mirrors are warranted against defects in materials and workmanship when put to ordinary use for 120 days of invoice. Chips and scratches that occur from handling after delivery are not the responsibility of Fairfield. Glass and Mirror products should be inspected at the time of delivery.

Fairfield Warranty Information *(continued)*

General Warranty Statements

The following conditions apply to this warranty except where prohibited by law:

This warranty is valid for the original agent/dealer from the date of invoice and warrants the products to be free of defects in materials and workmanship when put to ordinary use for the length of time specified.

It is always the primary intention of Fairfield to deliver first quality furniture to our customers. Should a manufacturing issue or transit-related damage arise, Fairfield reserves the right to repair or replace the item(s) involved. If a local medic can sufficiently repair and restore the piece(s) to first-quality condition, Fairfield will proceed in that manner. On-site repairs allow the customer to begin utilizing the product sooner and avoid unnecessary costs and time delays involved in a replacement.

Warranty service is handled through the original furniture agent/dealer. Should service be needed, contact your furniture agent/dealer. After receiving Fairfield authorization, the agent/dealer will either repair, replace or return the defective item(s) to the factory for review and disposition. Fairfield's responsibility for transportation cost and labor is limited to one (1) year from the original invoice date and for transportation between the agent/dealer's original shipment location and the factory. If the product has been moved to another location than the original shipment receipt location, Fairfield is not responsible for the transportation cost to return to the original shipment receipt location.

Replacement parts for office mechanisms, office bases, loose seat cushions, back pillow cores, and swivel bases are without charge when covered under this warranty. Installation of these items is the responsibility of the agent/dealer and is not covered by this warranty.

Fabric matching standards will be determined by Fairfield unless specified by the customer. Please note that seams are often required when applying the material in a non-railroaded (directional) application. This application is at the discretion of Fairfield and is not considered a defect in workmanship.

Color variations in finishes - some unavoidable natural variations occur in wood species, both solids and veneers, and are an inherent natural characteristic of wooden furniture. These characteristics are not considered a defect in materials or workmanship and therefore are not a basis for a warranty claim.

Our upholstered frames are constructed to support individuals up to 300 pounds per seat and our Bariatric Chairs are constructed to support individuals up to 500 pounds per seat. Testing results are based on BIFMA standards.

Consequential and incidental damages are excluded from this warranty. This warranty gives you specific legal right, and you may also have other rights that vary from state to state.

Alterations of any type to the product by the customer/agent/dealer will nullify the warranty entirely.

*Coverage of warranty begins at date of invoice.