

Barcalounger Warranty

LIMITED WARRANTY

BarcaLounger conveys the following Limited Warranty to the original retail purchaser under normal residential use and does not cover any type of commercial, industrial, institutional, or rental use. This warranty does not cover “floor samples” sold or products designated “as is” at the time of purchase. This warranty does not apply to furniture intentionally misused, or to damage resulting from negligence, exposure, pet damage, chemical treatment, improper cleaning, or when heavy soiling or abuse is evident. This warranty does not cover damage caused by improper transportation. This warranty is not transferable. This warranty supersedes and replaces all implied warranties of merchantability and use for a particular purpose.

MECHANISMS AND SPRINGS

BarcaLounger warrants to you the original retailer purchaser protection against defective materials or workmanship for three (3) years from the original date of purchase, based on reasonable use. BarcaLounger will, at its discretion, repair or replace the part of the mechanism that is defective. After the first year of use, the mechanism warranty covers replacement parts only and does not cover any associated labor or shipping costs.

FRAME PARTS

BarcaLounger warrants to you the original retail purchaser protection against materials or workmanship for three (3) years from the original purchase date as long as it remains upholstered in the original covering and is used under normal conditions. BarcaLounger will at its discretion, repair or replace the part that is defective. After the first year of use, the frame warranty covers replacement parts only and does not cover any associated labor or shipping costs.

CUSHION CORES

BarcaLounger warrants to you the original retail purchaser, protection against abnormal loss of resiliency of the cushion cores for two (2) years after the original date of purchase as long as it remained upholstered in the original covering and is used under normal conditions. Some softening and flattening of the foam core and fiber/feather wraps should be expected and will not be considered defective. After the first year of use, the cushion core warranty covers replacement cores only and does not cover any associated labor or shipping costs.

POWER AND ELECTRICAL

BarcaLounger warrants to you the original retail purchaser, protection against defective power recline motors and electrical components for two (2) years from the original date of purchased, under conditions of normal use. BarcaLounger will, at its discretion, repair or replace the parts that are defective.

FILLING MATERIALS

BarcaLounger warrants to you the original retail purchaser, protection against defective materials or workmanship of the inside back filler, padding and other filling materials for loss of resiliency for one (1) year from the original date of purchase. Compression of certain filling materials with use is not considered loss of resiliency.

LEATHERS AND FABRICS

BarcaLounger warrants to you the original retail purchaser leathers and fabrics for one (1) year. Leather is a natural material, every hide uniquely enhanced by natural features. Wrinkles, scratches, insect bites, healed scars, and other natural markings should not be considered flaws. Variations occur normally within a hide and from hide to hide as no two hides are alike and these variations are not covered under this warranty. Leather and fabric fading, shrinkage, stretching, wearability and colorfastness are not covered by this warranty. This warranty does not cover damage caused by contact with rough or sharp objects, burns, wine spills, dyes, solvents, corrosive chemicals, ink, or paint. This warranty does not cover any differences between printed illustrations, videos, or internet presentations and the product purchased.

CLAIMS

Report any defects promptly to the dealers from whom the product was purchased with your dated proof of purchase. If repair is covered under the warranty, your dealer will arrange to have it repaired. Covered repairs will be completed within a reasonable amount of time. If the product is more than one (1) year old, the original purchaser is responsible for the cost incurred in shipping and labor for the repair. Warranties are for repair, replacement, or substitution at BarcaLounger's sole discretion. If a decision is made to replace a product no longer sold, BarcaLounger will provide an appropriate replacement of equal or lesser value.

To submit a claim, please provide the following information:

1. Copy of original sales slip or invoice number if the item in question hasn't been sold to a retail customer yet.
2. Photo of the manufacturing tag under the footrest/ottoman of the product — the one that shows the PO number and manufacture date.
3. Photos of the product: head on, from the left, from the right and from the outside back.
4. If necessary, up-close photos of the problem area(s) that help to explain the issue(s).

This information can be submitted using our Product Service form on our website **OR** via email to: productservice@barcalounger.com.

ADDITIONAL TERMS AND CONDITIONS

BarcaLounger reserves the right to limit or deny warranty coverage on any item manufactured more than three (3) years prior to the purchase date.

Items manufactured under license from BarcaLounger, including, but not limited to, outdoor and office furniture, are subject to the licensee's warranty, which may differ from the warranty outlined above.

Any credit or other monetary compensation offered as relief will be prorated after one (1) year of use, using the industry standard of a seven (7) year lifetime for furniture.

For items purchased at a discount retail chain, please retain retail receipt. If repair is not feasible for a covered warranty claim for these items, monetary compensation may be offered, subject to the same prorating terms as above.