



Braxton Culler Limited Warranty April 19, 2022

This Limited Warranty applies to all Braxton Culler case goods, upholstered, and outdoor furniture products that have been purchased from a Braxton Culler authorized dealer. All products are warranted to the original purchaser and warranty rights must be pursued by the authorized dealer where originally purchased. Braxton Culler retains the right to repair a product, replace a product, or offer a discounted rate for the original purchaser to keep a product “as-is”. Braxton Culler retains the right to decide whether repair, replacement, or discount is appropriate on a case by case basis. Braxton Culler’s financial responsibility per product will not exceed the original purchase price of that item. This warranty is the sole warranty provided by Braxton Culler. This warranty is in lieu of all other oral, written, express, or implied warranties.

General Limitations

1. Braxton Culler reserves the right to modify the product from its form shown on showroom floors or in catalogs. Such modifications are not considered defects under this warranty.
2. Because of the natural materials used in the manufacturing process, and the fact that the product is generally handmade, minor variations will occur from piece to piece. These are not considered defects under this warranty.
3. Sunlight will cause wood, finishing materials, and fabrics to change color—these changes are not considered defects.
4. Extremes in temperature and humidity can cause both wood and finishing materials to shrink, swell, warp, split and glue seams to fail. These damages are not considered defects.
5. Damage incurred by outdoor element exposure is not considered a defect under this warranty. Natural teak wood needs to be properly maintained, including but not limited to cleaning and oiling. Damage from teak wood that is not properly maintained is not covered by this warranty.
6. Direct contact with petrochemical products, (nail polish remover, alcohol, etc.) will damage the finish. Such damage is not considered a defect.
7. Woven materials, including but not limited to wicker, sea grass, and other similar materials are comprised of individual strands that can move, causing unfinished areas to show under the strands or the finish to slightly peel where it bridges between strands. These characteristics are not considered defects.
8. Modification of products in any way after shipment from Braxton Culler will void this warranty.
9. Any aftermarket fabric/finish treatments after shipment from Braxton Culler will void this warranty.
10. Freight/handling damages do not qualify as defects under this warranty. Claims of this nature should be filed with the appropriate freight carrier.
11. True color representation of both frame finish and fabrics will vary in images online and in printed catalogs. It will also vary in different lighting. These color variations are not considered a defect under this warranty.
12. Damage from customer abuse, neglect, and acts of God are not considered defects under this warranty.

Wood, Wicker & Rattan Seating (including exposed wood feet and bases):

These frames carry a two (2) year warranty.

Fully Upholstered

The frame, upholstered in original fabric carries a lifetime warranty.

Casegoods (Bedroom, Dining, Occasional, etc.)

These pieces carry a one (1) year warranty.

Outdoor

These frames carry a three (3) year warranty.

Cushions

- Fiber back cushions carry a one (1) year warranty.
- Comfort Plus/Alfresco seat cushions carry a three (3) year warranty.
- Comfort Spring seat cushions carry a five (5) year warranty.
- Blendown seat cushions carry a three (3) year warranty.
- Synthetic Blendown seat cushions carry a three (3) year warranty.
- Comfort Blend seat cushions carry a three (3) year warranty.

Sleeper Mechanisms & Mattresses:

- Standard Sleeper Mechanisms and Classic Square carry a three (3) year warranty.
- Standard 5" innerspring mattresses carry two (2) year warranty.
- Air Dream Mattresses carry a three (3) year warranty.
- Memory Foam Mattresses carry a (3) year warranty.

Swivel & Glider Mechanisms:

These mechanisms carry a (3) year warranty.

Fabrics

Upholstery fabrics carry a one (1) year warranty which does not cover pilling or improper cleaning. For approved commercial grade construction and fabrics, please contact customer service.

Warranty Claims

1. All warranty claims must be made in writing with original acknowledgement or invoice number as well as description and photographs of the defect.
2. Braxton Culler is not responsible for any freight/shipping/handling charges without an official return authorization issued by a Braxton Culler customer service representative.