

Parts & Warranty Information

Limitations Applicable to all Warranties

All warranties are to the original purchaser from authorized dealers only. Warranties are not transferable. Proof of purchase is required for all claims.

All warranties are limited to manufacturing and material defects that appear under normal, residential use. Additional limitations described herein apply.

Warranties are for repair, replacement, or substitution only, in La-Z-Boy's sole discretion. Refunds are not available.

La-Z-Boy will pay reasonable and customary rates for labor during the period of the labor warranty. You will be responsible for labor costs after the stated time period.

You are responsible for service part handling fees, in-home inspection fees, and transportation of the product to and from the dealer.

Warranties are voided by evidence of excessive soiling, improper cleaning or treatment, abuse, or abnormal use or use contrary to the advisories or instructions contained herein. Warranties do not apply to products used for rental, business, commercial, institutional, or other non-residential uses.

Important Information

To the extent permissible by applicable law, these warranties are your exclusive remedy and no other warranties, express or implied, including, but not limited to, the implied warranties of merchantability and fitness for a particular purpose, apply. In no event will La-Z-Boy be liable for incidental or consequential damages, even if it had reason to know in advance that such damages were possible. These warranties give you specific legal rights, and you may have other rights that vary from jurisdiction to jurisdiction. Some jurisdictions do not allow the exclusion of implied warranties or the limitation of damages, so the above exclusion and limitations may not apply to you. In the event the warranty exclusions do not apply to you, then, where legally permissible, such warranties are limited in duration to the applicable warranty period and no warranties apply after that period.

Please review the warranty card that accompanied your product for warranty coverage.

Residential Upholstered Furniture Limited Warranty

(for products purchased on or after August 1, 1992)

Description	Parts Coverage	Labor Coverage
Mechanism		
Reclining Mechanism Parts (exceptions below)	Lifetime	One Year
Luxury-Lift 2BL styles	One Year	One Year

Description	Parts Coverage	Labor Coverage
Luxury-Lift 1HM, 1PH, 1PL, 1PM, 4LP, styles	Three Years	One Year
Lift Mechanism and Base (exceptions below)	Three Years	One Year
Luxury-Lift 2BL styles	One Year	One Year
Sleep Sofa Mechanism	Lifetime	One Year
Springs & Spring Systems (exceptions below)	Lifetime	One Year
Luxury-Lift Styles 2BL, 1HM, 1PH, 1PL, 1PM, 4LP	Three Years	One Year

Frame

Base — Metal, Swivel and Wood Bases	Lifetime	One Year
Base — Polished Silver Tone	One Year	One Year
Decorative Show Wood Drawers, Trim	One Year	No Coverage
Decorative Show Wood Legs and Arms	One Year	One Year
Decorative Show Wood Legs (screw attachment)	One Year	No Coverage
Metal Arms	One Year	One Year
Wood Frame Parts (exceptions below)	Lifetime	One Year

Description	Parts Coverage	Labor Coverage
Styles 023456, 023459, 024459, 023466, 024466, 023472, 023495, 023812, 029423, 235472, 235466, 245466, 294523	Five Years	One Year
Electrical		
Electrical Parts and Motors (exceptions below)	Three Years	One Year
Bronze 2BL Luxury-Lift electronics	One Year	One Year
SlumberAir electronics	One Year	No Coverage
Lighted Cup Holder	Three Years	One Year
Fabric and Leather		
Fabric	One Year (applies to seam failure, fabric separation and nap loss)	One Year (does not apply to some upholstered components)
Leather	One Year (applies to manufacturing or material defects, does not cover dye lot match or fading.)	One Year (does not apply to some upholstered components)
iClean™ Fabric	Three Years (limited to specific stains; refer to iClean cleaning instructions and warranty details) One Year (applies to seam failure, fabric separation and nap loss)	One Year (does not apply to some upholstered components)
Cushions		
airform™	Three Years	One Year (no coverage on loose seat styles)

Description	Parts Coverage	Labor Coverage
Accent Pillows (excludes decorative pillow program)	One Year	No Coverage
Blown Fiber	One Year	One Year (no coverage on loose back styles)
ComfortCore™	Three Years	One Year (no coverage on loose seat styles)
ComfortCore™ GEL	Five Years	No Coverage
Standard Polyurethane Foam Cushioning	One Year	One Year
Standard Poly Foam Cushioning (loose seats)	One Year	No Coverage
Mattresses		
Memory Foam Mattress	Three Years	No Coverage
SlumberAir Bladder	Five Years	No Coverage
SlumberAir Mattress	Five Years	No Coverage
Supreme Comfort Mattress	Five Years	No Coverage
Miscellaneous		
Battery Pack (088BP1, 088BP2)	One Year	No Coverage
Casters (exceptions below)	Lifetime	No Coverage
Casters prior to 8/1998	Twenty-Five Years	No Coverage

Description	Parts Coverage	Labor Coverage
Drawers	One Year	No Coverage
Plastic Components (Trays, non-lighted Cup Holders)	One Year	No Coverage
SlumberAir Valve	Five Years	No Coverage

To make a claim under this warranty, please contact the authorized dealer from whom you made your purchase. If your original dealer is not available, please contact another authorized dealer with your proof of purchase. [Click here](#) to find an authorized dealer near you.

La-Z-Boy products may not be altered by any person, dealer, or company without the express written authorization of La-Z-Boy. If you feel, after presenting your warranty claim to your dealer, that it has not been resolved, you may write to:

La-Z-Boy Incorporated
 Attn: Comfort Care
 One La-Z-Boy Drive
 Monroe, MI 48162

In-home inspection fees or transportation of the product to and from the dealer for repair are not the responsibility of La-Z-Boy Incorporated.

Please review the warranty card that came with your product for specific warranty coverage. For further information regarding a specific product warranty, please contact a local authorized dealer.

Please include the dealer's name and address, furniture delivery date, ALI #(Acknowledgement-Line-Item), style, cover number, and a brief explanation of the problem.

This Limited Warranty will be governed by the laws of the State of Michigan.

Mattress Limited Warranty

La-Z-Boy warrants your mattress for a period of ten (10) years from the date of purchase. This Limited Warranty covers the following defects in material and workmanship:

- Any visible indentation or sag greater than one (1) inch that is not associated with an indentation or sag which results from use of an improper or unsupportive foundation.
- Any physical flaw in the mattress that causes the foam material to split or crack, despite normal usage and proper handling.
- Any manufacturing defect in the mattress cover such as the fabric tearing or stitching unraveling.

This Limited Warranty does not cover the following:

- Changes to your mattress that are caused by or result from normal wear and use (please note that “normal wear” assumes and requires that your mattress is continuously supported by a proper foundation sufficient to support the distributed weight of your body and the mattress itself);
- A normal increase in softness of the foam material;
- Individual or personalized preferences relating to firmness, texture, comfort, etc.;
- Mattresses sold “as-is”, “preconditioned”, “reconditioned”, “used”, “comfort return”, “returned”, “previously owned”, or any other similar wording indicating that the mattress is not “new” or of “first quality”, or has previously been purchased or used by another consumer;
- Minor imperfections and slight cosmetic flaws;
- Individual or personalized allergies and sensitivities;
- Naturally-occurring cotton or foam aromas; and
- Mattresses that are located outside of the United States at the time you wish to take advantage of this Limited Warranty.

In addition, this Limited Warranty does not cover conditions resulting from misuse, neglect or physical abuse or damage to the mattress. Accordingly, the following circumstances, if discovered upon inspection, will void your Limited Warranty: (a) any unsanitary condition; (b) burns, cuts or tears; (c) liquid damage or stains; (d) use of the mattress on an improper bed frame; (e) physically abusing the mattress; (f) attempting to clean the mattress in an inappropriate manner; and (g) improper storage of the mattress (including storage in damp locations, areas infested with insects or rodents, or any other unprotected storage areas).

In the event of a defect, La-Z-Boy’s sole and exclusive liability and your sole remedy under this Limited Warranty will be a replacement mattress. Should shipping costs be required to return your mattress, you will not be responsible for those costs. If you wish to replace your mattress with a more expensive mattress, you will be required to pay the difference between the original purchase price of the mattress and that of the upgraded mattress.

Replaced mattresses are subject to the same Limited Warranty as the original mattress. If you obtain a replacement mattress, the warranty term of the replacement mattress begins from the date of purchase of the original mattress. If you purchase an upgraded mattress, a new warranty term will begin upon the purchase of the upgraded mattress.

To make a claim under the La-Z-Boy Limited Warranty, please contact mattress@la-z-boy.com or (855) 802-6636. This Limited Warranty will be governed by the laws of the State of Michigan.

Outdoor Furniture Limited Warranty

Outdoor Furniture is manufactured by Casual Living (“La-Z-Boy Outdoor”), and will be free from defects in materials and workmanship (normal wear and tear, fading and stretching excepted) as provided below.

Frame (Cast, Extruded Aluminum) – Five (5) Years

If the furniture frame fails structurally (i.e. broken frame or welds) within five (5) years from the purchase date, we will replace in the original color and style, if available, or in a similar color and style if the original has been discontinued. Damage to frames or welds due to freeze damage and/or improper assembly are not covered.

Frame (Steel, Wrought Iron) – One (1) Year

Wrought Iron and Steel furniture is covered for one (1) year from the original purchase date against defects in manufacturing and/or workmanship. NOTE: Steel and wrought iron are not covered for rust or rust staining.

Wicker Weave (Resin) and/or Straps – One (1) Year

Straps and/or wicker weave shall be covered against separation or breaking for one (1) year from the date of purchase. Discoloration and /or fading due to exposure to elements, chemicals or harsh cleaning products are not covered.

Powder Coat and/or Paint – One (1) Year

Finishes shall be covered against blistering, cracking, or peeling for a period of one (1) year from the original date of purchase. We will replace in the original color and style, if available, or in similar color and style if the original has been discontinued. Scratches, chips, and abrasion due to normal wear and tear are not covered.

Cushion and Pillow Construction – One (1) Year

All cushions and pillows shall be covered against separation at the seams for a period of one (1) year from the original date of purchase by the initial consumer. We will repair or replace any cushion or pillow in the original color and style, if available, or in similar color and style if the original has been discontinued. Fading or discoloration is not covered.

Solution Dyed Acrylic Fabrics – Five (5) Years

Solution Dyed Acrylic Fabric manufacturers, like Sunbrella® and Outdura®, provide a five (5) year limited warranty on their fabrics. When used on our outdoor furniture, these fabrics are warranted to the original purchaser for 5 years, protecting against fabrics becoming unserviceable due to color or strength loss from normal usage and exposure conditions, including sunlight, mildew and atmospheric chemicals. This warranty covers the fabric only and is serviced by the fabric manufacturer. This warranty does not cover normal care and cleaning; damage from misuse or abuse; improper installation; or costs associated with replacement of the fabric, including labor and installation. We reserve the right to inspect the fabric submitted for claim and will supply new equivalent fabric to replace the fabric that becomes unserviceable.

Sling Fabrics – One (1) Year

All sling fabrics shall be covered against separation at the seams for a period of one (1) year from the original date of purchase. We will repair or replace any fabric in the original color and style, if available, or in similar color and style if the original has been discontinued. Fading or discoloration due to exposure to harsh chemicals is not covered.

Wood – Three (3) Years

If the wood fails structurally (i.e., broken frame) within three (3) years from the date of purchase, we will, at our option, replace, repair or refinish the product in the original color and style, if available, or in a similar color and style if the original has been discontinued. Wood requires user maintenance and changes in the color of wood are normal and should be expected to occur over time as the natural material ages. Therefore, fading and color

changes in wood frames are not covered by this warranty. Components such as chair feet are subject to wear and tear and are not considered part of the frame.

Alternative Stone Tops – One (1) Year

Alternative Stone Tops are covered for one (1) year against defects in manufacturing and/or workmanship.

Hardware and Components – One (1) Year

If a component part (nuts, bolts, brackets, etc.) fails due to manufacturing defects within one (1) year from the date of purchase, we will replace the part.

Umbrellas – One (1) Year

Umbrellas are covered against failure structurally within one (1) year from the date of purchase, due to manufacturer's defects only. Umbrella bases are NOT covered. NOTE: Umbrellas should only be used with a table and umbrella base. Do not use in high wind or storms.

Shipping

If necessary, La-Z-Boy Outdoor will pay for shipping of replacement product for a period of one (1) year from the date of purchase. After one (1) year, it will be the original purchaser's responsibility to pay for freight and any packaging costs. All orders will be assessed a handling fee and large items may require an additional handling fee.

Exclusions

Failure caused by unreasonable or abusive use, fire, freight damage, acts of nature (such as, but not limited to freezing or high winds), suntan oil or other chemicals (such as chlorine or exposure to salt water), normal fading, scratching or chipping of the finish, weathering or staining or discoloration of furniture, accidental damage, repair, or modifications by customer, glass breakage, burning and/or melting caused by magnified or reflected sunlight, normal wear and tear are excluded from the warranty.

Furniture used in commercial, contract or any other non-residential applications, clearance items, display models, and all other "as is" or outlet purchased items are not covered under this warranty. In addition, La-Z-Boy Outdoor will not be responsible for loss of use or time, inconvenience, travel, packaging, or any other consequential/incidental damages. In no event shall La-Z-Boy Outdoor's responsibility exceed the value of the replacement part/product. **Glass breakage is not a covered item.**

Care and Maintenance

Be careful to never allow water to build up in frames as this will cause corrosion and freeze damage in cold climates. Wash all frames with a solution of mild soap and water. Rinse with clean water and dry with a soft absorbent cloth towel. Frames can be treated with a liquid wax for maximum protection against UV rays and/or salty, damp air. If your set includes cushions, slings, and/or an umbrella, they may be cleaned by hand with a solution of soap and water with a clean water rinse. Never machine wash cushions, slings or umbrella covers as this will result in shrinkage or damage. After cleaning cushions, tip on end and allow to drip dry. Never use a commercial or home dryer to tumble dry fabric goods. Do not use bleach or solvents to clean any product! This will void the warranty. **NOTE: Lack of original receipt will void the warranty!**

CAUTION: Read all instructions before assembly. Failure to do so may result in faulty assembly and potential injury. Assemble product on a soft, non-abrasive surface (carpet or cardboard) to avoid damaging the item. Seek

assistance to assemble bulky or heavy items. After final alignment, make sure all bolts and nuts are securely tightened with screw head covers pressed in place.

Office Furniture Limited Warranty

Office Furniture is manufactured by True Innovations, and will be free from defects in materials and workmanship (normal wear and tear, fading and stretching excepted) for ten years from the date of purchase, except as provided below under the limited warranty.

The exceptions or exclusions to this warranty are as follows:

- Upholstery material and foam cushion material is warranted against defects in material and workmanship for a period of one year, beginning on the date of purchase as shown on the original sales receipt.
- Any warranty claim that is submitted after the limited warranty period, or without proper proof of purchase, will not include the cost of parts, labor or delivery.
- This warranty shall not apply to products which have been subjected to misuse, neglect, alteration, modification or attachments either caused by the original purchaser, shipping, storage, accident, fire, flood or acts of God.

In the event of a defect in material or workmanship covered by this warranty, True Innovations will repair or replace, at their discretion, without charge the warranted furniture within a reasonable amount of time. We reserve the right to require damaged parts to be returned to us upon request. Natural markings such as scars, brands, grain variations, wrinkles, color variations, etc. will be considered normal characteristics and not construed as defects. We cannot warrant leather against scratching or scuffing, as all leather is subject to blemishes with use.

For claims or questions concerning this warranty, you may contact True Innovations Customer Service department directly on the web at www.trueinnovations.com. Be prepared to provide your name, address, daytime phone number, the model and purchase order number of the product, date of purchase, and the store where it was purchased. True Innovations requires that the original sales receipt be submitted with all requests to confirm that you are the original purchaser according to our written warranty.

All warranties are limited to the original purchaser for normal use by a person weighing less than 125 kg / 275 lb.

Pet Bed Limited Warranty

Pet Beds are manufactured by Petmate. If you are not completely satisfied with your purchase, Petmate offers returns within 30 days of the original date of purchase. **Before sending your return please e-mail their Consumer Service Team at consumerservices1@petmate.com.**

- After 30 days from the original date of purchase, all sales are final.
- If you paid for shipping on your original order we will refund that shipping charge to you.
- Return shipping charges are paid by the customer unless it was due to a shipping error on our part.
- Returns must be shipped freight prepaid. Any return sent back freight collect will be refused.

- All returns must be in an unused condition and in original factory packaging with all original packing materials. Please include a copy of the original packing list or the order number.
- In the unlikely event that your product is missing parts, please email Petmate at consumerservices1@petmate.com within 30 days of the original date of purchase and they will send you the missing parts at no charge to you.

Damaged items

If a package arrives damaged, it's best for you to refuse the package. If you sign for and keep the package, you should note the damage when signing for it so that a claim may be filed with the carrier.

Damaged products are allowed for replacement or credit within 30 days of original date of purchase.

Defective items

Defective products are allowed for replacement or credit within 30 days of original date of purchase.

Please contact Petmate at consumerservices1@petmate.com before shipping the defective item back to Petmate.

Exchanged items

An exchange will be handled as a purchase/return. You should make a new purchase of the correct item and return the original item back to Petmate in unused condition.

Incorrect item

If the wrong item is shipped to you, please contact Petmate Consumer Services at consumerservices1@petmate.com for further instructions.

Credits

All credits will be made back to the original payment method. We will request a credit to your account within 14 business days from the date that we receive and audit the return. If the item is not returned, then credit will not be issued.

Please note that credit card companies vary in the time it takes to post credits to your account and we cannot control when you will receive your credit.

All product returns should be sent directly to:

Petmate
800 W. Stephens Street
Arlington, TX 76017
Attention: Consumer Returns

Governing Law

This Limited Warranty will be governed by the laws of the State of Michigan.

Arbitration

In the event a dispute arises between you and La-Z-Boy arising out of this Limited Warranty, such dispute will be determined and settled by binding arbitration between the parties, in accordance with the Commercial Arbitration Rules of the American Arbitration Association ("AAA"). More information about the AAA is located at www.adr.org, or you can call the AAA at 1-800-778-7879.

You must seek arbitration for disputes arising out of this Limited Warranty prior to exercising any rights or seeking any remedies created by the Title I of the Magnuson Moss Warranty Act. If you choose to pursue any rights and remedies that are not created by Title I of the Magnuson Moss Warranty Act, then arbitration is not required.

Arbitration will take place in Monroe, Michigan.

The arbitration will not be combined with any other proceeding or arbitration against one of the parties. Each party will designate one arbitrator and the two designated arbitrators will select a third arbitrator, who will serve as the chair of the arbitration panel. If the two arbitrators cannot agree on the third arbitrator, then the AAA will appoint the third arbitrator. Barring extraordinary circumstances, the arbitrators will issue their decision within 120 days from the date the third arbitrator is selected by the two designated arbitrators or appointed by the AAA. The arbitrators may extend this time limit for an additional 30 days in the interests of justice. All arbitration proceedings will be closed to the public and confidential and all related records will be permanently sealed, except as necessary to obtain court confirmation of the arbitration award. The decision and the arbitrators' award will be in writing and will include a statement setting forth the reasons for the disposition of any claim. A dissenting decision will also be set forth in writing. The arbitrators' award will be final and binding on the parties, and judgment thereon may be entered in any court of competent jurisdiction.