

Warranty Info

Warranty Info:

Contact the Southern Motion™ retailer from whom you purchased your furniture, to obtain warranty service. All claims must include the original bill of sale, the product serial number, and be filed within the applicable warranty period. Southern Motion™ reserves the right to require defective parts be returned upon request.

The following Limited Warranties are given only to the original retail purchaser, subject to all the terms and conditions below. These Limited Warranties are non-transferable:

Southern Motion™, subject to all the limitations and exclusions described in these Limited Warranties, warrants the following Southern Motion™ products and parts against material manufacturing defects for the duration set forth next to that product or part in the table below.

Limited Lifetime Warranty

The black metal patented parts of the RECLINING MECHANISM carry a Limited Lifetime Warranty. The reclining mechanism is warranted to be free of defects for as long as you, the original consumer, own the furniture.

Five Years

Cushions, wooden frame components and springs are warranted to be free of defects in materials and workmanship for FIVE (5) YEARS from the date of sale.

Three Years

Gold Standard power motors, as well as all other motors are warranted to be free of defects for THREE (3) YEARS from the date of sale.

One Year

Heaters, massage units, wands, lumbar units, and other electrical components are warranted for ONE (1) YEAR from date of sale.

Fabric/Leather

All upholstery fabrics and leathers are warranted against defective materials and workmanship for ONE (1) YEAR from the date of purchase. This warranty covers seam failure, fabric separation and nap loss. Excluded from the warranty are cover piling, fading, stretching and dye lots. Natural markings such as scars, brands, grain variations, wrinkles, etc., will be considered normal characteristics and not construed as defects. Nature's trademarks leave no two cow hides the same, so color variations could occur. Where there is evidence of excessive soiling, improper cleaning, abuse or where the fabric or leather has had some form of chemical applied, the fabric/leather warranty will not apply.

Service

Reasonable and customary labor charges for a period of one year from the original date of sale for the purpose of repair or replacing warranty parts are covered. Warranty service should be performed by the store where you purchased this furniture.

Residential Use Only

This product was designed for residential use only. Placement in rental property, institutions or any other excessive application voids this warranty.

Claims

Claims for service must be accompanied by proof of purchase to satisfy warranty requirements. We reserve the right to require defective parts be returned upon request.

In the event of improper use or damage after the sale, this warranty does not apply. Also, this warranty does not cover pick up, inspection, cartoning or freight charges. Should you have any questions concerning this warranty, please contact the store where you purchased this furniture.

Wireless Power Recall

Southern Motion is announcing a voluntary recall for Southern Motion reclining furniture using lithium ion batteries to provide wireless power.

The lithium ion batteries installed in these furniture items could overheat, posing a fire hazard.

We are requesting that you please STOP using the furniture under power in order to reduce the risk of a fire hazard. Please place the chair in a fully closed, un-reclined position and unplug the battery from the wall.