



# Warranty

## LUKE HOME LIMITED WARRANTY

(5 years Frame, 1 year Foam & Fiber and 1 year Leather & Fabric)

### TO REDEEM YOUR WARRANTY YOU MUST...

1-Be the original consumer and have purchased Luke Home Furniture from one of our authorized dealers.

2-Provide a copy of the original dealer receipt or other proof of purchase.

3-Send digital pictures via email to the dealer from where the product was purchased along with explanation and nature of claim within 5 days of receipt of goods.

4-All correspondence must be between the consumer and the dealer. The dealer will work directly with our office to satisfy the claim if the claim meets the guidelines indicated herein.

5-Luke Home IS NOT responsible for freight on replacement pieces. Once our office approves a repair estimate this is what we are responsible to pay. REPAIR ONLY.

### ADDITIONAL LIMITATIONS

1-Luke Home reserves the right to void the warranty if the product is used for but not limited to commercial purposes such as hotel or motel.

2-Luke Home reserves the right to void the warranty on the leather if a cleaning or conditioning product has been used and the leather begins cracking or peeling or fading.

3-The responsibility of locating repair vendors for in home repairs or in store repairs rests with the dealer. We recommend [fibrenew.com](http://fibrenew.com) or the repair vendor of the dealers choosing. The selected repair vendor must provide photography of the issue along with a quote to complete repairs. When the repair is approved by Luke Home exclusively, we will then pay the repair vendor directly or issue credit memo to dealer who in turn pays repair vendor in full. If not replacing the product will be the final option. Luke Home reserves the right to choose to replace the product only if it is deemed to be non repairable, due to manufacturer defect. If problems are due to customer abuse or neglect, Luke Home reserves the right not to replace the said furniture.

4-If Luke Home chooses to replace a defective piece of furniture, Luke Home is not responsible for the freight associated with transporting the new furniture to the customer. This will be the responsibility of the dealer!

### **LUKE HOME WARRANTY DOES COVER THE FOLLOWING:**

1-Frame: If the frame is deemed to be defective due to faulty workmanship.

2-Wooden Legs: If the finish on the legs begins to peel or flake, we can elect to replace the feet.

### **LUKE HOME WARRANTY DOES NOT COVER THE FOLLOWING:**

1-You must inspect all furniture before signing free and clear to make sure there is no concealed damage. If there is concealed damage you must file freight claim with carrier. Luke Home will be responsible for 1/3 of the cost of the piece.

2-Improper Handling and delivery by freight company or dealer delivery: Scuffs, Tears, surface burns, busted frames, all of which would be deemed to be freight related and or customer neglect.

3-Cushions: It is normal to experience slight to moderate decompression as you use your furniture.

4-Genuine Leather Natural Characteristics: Leather has natural scars, dialot differences, range marks. These attributes are considered to be the thumbprint of nature..

### **CONCEALED DAMAGE (That is deemed unrepairable)**

1-Luke Home will split the cost of the piece 1/3, 1/3, 1/3 between Luke Home, the dealer and freight carrier.

### **RETURN POLICY**

1-Luke Home does NOT accept returns due to buyers remorse. If the product is damaged in transit, the above steps must be followed and the claim must be filed directly with the carrier. If the product has a manufacturers defect, Luke Home must have a picture of the defect emailed to us at [scott@lukeleather.com](mailto:scott@lukeleather.com). Luke Home reserves the right to repair in the field first. If product cannot be repaired then a discount, donation or replacement is discussed and agreed upon.

### **DO'S & DON'TS OF CARING FOR YOUR LEATHER FURNITURE**

1-Do: Wipe your furniture down with a damp cloth once a month. Please alternate your positioning in the areas where you sit. We ask you to keep your leather furniture at least 2 feet from an air duct.

2-Do Not: Expose your leather furniture to direct Sunlight. Please do not sit in your furniture with wet clothing on. Do not use harsh abrasives on your leather furniture, only soap and water. The warranty will be invalid. We do not cover any product that has been conditioned or cleaned with foreign substances other than mild soap and water