WARRANTY INFORMATION

Lifetime Limited Warranty*

England, Inc. warrants to the original retail purchaser all frames to be free from manufacturing defects for the normal useful life of the product upholstered in its original fabric under normal use and conditions.

Ten Year Limited Warranty

England, Inc. warrants to the original retail purchaser the seat cushion foam not to lose in excess of 10% of the original height standard of the seat cushion for a period of ten years under normal use and conditions. Please do not confuse loss of seat cushion foam height with softness. Softness is a design feature in all of our products. To ensure proper performance, reversible seat cushions should be rotated and turned every sixty days. According to warranty guidelines, claims of seat cushion foam defect are subject to proper evaluation at England, Inc.'s discretion. Specific evaluations and results, as well as ownership rights remain at England, Inc.'s discretion on all returned items. After 3 years of use, a handling charge of $29 per cushion will be applied.

Five Year Limited Warranty

England, Inc. warrants to the original retail purchaser the springs, glider mechanisms, reclining mechanisms, sleeper mechanisms, and sleeper mattresses (innerspring only) to be free of manufacturing defects for five years under normal use and conditions.

Three Year Limited Warranty

England, Inc. warrants to the original retail purchaser the Visco Sleeper Mattresses to be free of manufacturing defects for three years under normal use and conditions.

One Year Limited Warranty

England, Inc. warrants to the original retail purchaser legs, casters, the upholstery fabric, leather, air mattress, power mechanisms, lift mechanisms, arm foam, and back foam for one year against wear under conditions of normal care and use. *(However, this warranty does not cover fading, pilling, shrinking, colorfastness, commercial dye lot variations, or wrinkling and is not valid where there is evidence of heavy soiling.)*

Optional Component Warranty

England, Inc. warrants to the original retail purchaser the optional component item to be free of manufacture defect under normal care and use as follows: Air Sleeper Mattress for one year, Power Upgrade to mechanism for one year, Visco Sleeper Mattress for three years.

Service

England, Inc. guarantees to the original retail purchaser that we will repair or replace (including by substituting a different part), after proper inspection and at our option in our sole discretion, any part or any parts of our product which fail to perform properly because of manufacturing defects for the period of time from the date of purchase as set forth in the above warranties.

To obtain service, contact your retailer. England, Inc. will honor reasonable and customary labor charges only for a period of one year from the original date of sale for the purpose of repair or replacing warranty parts. Your retailer will contact England for service in the determined event of a warranted manufacturing defect. Merchandise to be returned to the plant for service will be picked up at the retailer's store via England truck. Transportation arrangements between your home and your retailer should be made by you and your retailer. Any charges for transportation other than England truck are not covered by these warranties.

Limitations and Exclusions

These warranties are made to you, the original purchaser from an authorized England dealer, and do not cover furniture purchased second-hand or distressed. These warranties do not apply to furniture that has been subject to abuse, abnormal use, or improper care. The warranties do not apply to rental, business, commercial, institutional or other non-residential uses.

THESE WARRANTIES ARE IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. ENGLAND, INC. WILL NOT BE LIABLE FOR ANY SPECIAL, INCIDENTAL, CONSEQUENTIAL, OR INDIRECT DAMAGES, EVEN IF IT HAS REASON TO KNOW IN ADVANCE THAT THEY ARE POSSIBLE AND IN NO EVENT WILL ENGLAND'S RESPONSIBILITY EXCEED THE ORIGINAL MANUFACTURED COST. These warranties give you specific legal rights, and you may have other rights that vary from state to state. Some states do not allow the exclusion of implied warranties or the limitation of damages, so the above exclusions and limitations may not apply to you. England, Inc. does not authorize anyone, including its dealers, to create for it any other warranty, obligations, or liability in connection with this product.

**Limited lifetime warranty applicable for up to ten years from original purchase, the expected lifetime of said product. One year labor agreement for all warranties.*

How to File a Claim

If you believe your furniture has a manufacturing defect covered under warranty, here's how to proceed:

1. **Contact your retailer first.** The authorized retailer where you purchased your furniture is your primary point of contact for warranty service. They can inspect the issue and coordinate with our factory.
2. **Provide your purchase details.** Have your original receipt or order confirmation ready, along with a description of the issue and clear photos.
3. **Factory review.** Your retailer will submit the claim to our warranty department. We review all claims and respond to the authorized retailer after the product review has been completed.
4. **Resolution.** If the claim is approved, we will repair or replace the affected component at no charge. In some cases, we may request that the furniture or a component be returned to our factory for inspection.

If you're unable to reach your original retailer, contact England Furniture directly at (423) 626-5281.

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Post Code

FIND SHOWROOM