

Care & Warranty

The Warranty provided below is our most recent and relates to products purchased as of June 1, 2021 or later. For products purchased earlier, please contact our Customer Care team at [1-866-444-0777](tel:1-866-444-0777) or by filling out the form below as terms may have changed.

Download our full Care and Warranty package [here](#).

PARTS WARRANTY

Cover Material

Leather — Five Year Pro Rated Warranty

The Palliser warranty covers all leathers against tearing, splitting and cracking. Leather is a natural material and, as such, each hide reflects its own characteristics. On average, four to five hides are used on most Palliser sofas.

Variations in shade, grain, texture, patterns of original hair follicles, healed scars, brands, neck growth marks, nicks, scratches, wrinkles and relaxing are natural characteristics of leather and are not considered defects.

Bonded Leather, Vinyl, Leather Match, Polyurethane — One Year Warranty

The Palliser warranty covers all bonded, vinyl, leather match and polyurethane materials against splitting, cracking, and peeling.

Bonded leather is a term used for an upholstery material made as a layered structure with a center core fabric (usually polyester) for strength, a backing layer of shredded leather fibres and a polyurethane coating on the top that is embossed with a leather-like texture. It is NOT genuine leather. It does not have the same properties as leather and should not be represented as such.

Leather Match is a term used to describe an upholstered product where a portion of the product is real leather but the back, sides or less visible parts are an artificial material, usually vinyl, matched to look like leather.

Fabric — One Year Warranty

The Palliser warranty covers all fabric materials against seam slippage, fraying and splitting. The Palliser warranty does not cover tearing, relaxing, pilling, shrinking or fibre migration. Flattening of nap on velvet or high pile chenille and microfibre are inherent characteristics of a soft, plush fabric and are in no way considered manufacturer's defects.

Wood Frames, Springs, Or Webbing — Ten Year Warranty

Wood frames, springs, coils or webbing carry a ten year warranty against breakage. Springs, coils or webbing are covered for breakage due to metal fatigue or pulling loose from wood frames.

Metal Frames — Two Year Warranty

Metal frames are warranted against breakage for a period of two years under normal household use.

Motion Reclining Mechanisms — Seven Year Warranty

Reclining mechanisms are warranted against material and manufacturing defects. Warranty is limited to suppliers' availability of parts.

Lift and reclining mechanisms are designed to support a weight of up to 300 lbs. in a residential use application.

Palliser Sofa Beds — Two Year Warranty

Sofa bed mechanisms and sofa bed mattresses are warranted against material and manufacturing defects. Sofa beds are not designed for everyday use. As such, our warranty will be voided under those circumstances.

Seat Cushion Foam & Fibre-filled Components — Five Year Pro-rated Warranty

Seat cushions are warranted against collapsing. All cushions will soften with use and will conform to the shape of the user. This softening is considered normal wear and is in no way considered a manufacturer's defect. For more consistent relaxing of your seat cushions, change your seating position regularly and use each seat cushion in rotation equally. Fibre-filled and fibre-wrapped seat cushion tops, backs and arms will lose loft or fullness with prolonged use. Regular fluffing will help prevent internal fibres from matting and help to prolong the vibrancy of these products.

Power Recliner Motors — Three Year Warranty

Power recliner motors are warranted against manufacturing defects.

Electronic Components — One Year Warranty

Electronic components are warranted against manufacturing defects. Battery packs are not recommended for use with LED/USB/wireless options.

Accessories — One Year Warranty

Optional accessories such as Palliser's black or metal tray tables, wineglass holder, flex light and tablet holders are warranted against manufacturing defects.

Wood Surfaces — One Year Warranty

The Palliser warranty does not cover any damages to our products due to improper use, excessive soiling, dye transfer from clothing to the cover, pet damage, improper or unapproved cleaning methods (see Product Care for details), chemical treatments, exposure to direct sunlight or colour fading. Any of these occurrences will void the warranty.

Drawer Boxes — One Year Warranty

Drawer box constructions and mechanical components (slides) are warranted against manufacturing defects.

CONTACT CUSTOMER SERVICE

First Name *

Last Name *

Email *

Phone Number

I have a question about...

United States

How can we help?*

Upload file

☐ Yes, I'd like to receive emails from Palliser. I'm interested in design inspiration, updates on new products and special offers.

SUBMIT

CHAT WITH US

[Live Chat](#)

Mon - Fri 8 AM - 12 PM CT and 2 PM - 4:30 PM CT

CALL US

[1-866-444-0777](tel:1-866-444-0777)

Mon-Fri 8 AM - 4:30 PM CT

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Stay in the know – Become a Palliser Insider

It doesn't end here! Receive design inspiration, updates on new product releases and special offers.

Email address



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