

WARRANTY INFORMATION

Limited Warranty

(United States and Canada only)

Note: Information below is for reference only and subject to change without notice. This information in general applies only to domestically sold USA Premium Leather (USA) upholstered furniture. For warranty information on your particular product, please contact USA Customer Service at:

customerservice@usapremiumleatherfurniture.com

Lifetime Limited Warranty

A Lifetime Limited Warranty is given by USA to the original retail purchaser only, covering the frame and coil springs, in the under-construction of the frame, against failure or breakage under conditions of ordinary residential use. Lifetime for the frame & coil springs is defined by the life of the original leather upholstery. Recovering the frame voids all warranties because in the recovering process, some or all components may be changed.

This Lifetime Limited Warranty does not apply to product that is misused; to damage resulting from negligence, exposure, rental or commercial use, or other unreasonable use; to damage or failure due to additional chemical treatment, improper cleaning, or when heavy soiling or abuse is evident; or for products purchased at any liquidation or other going-out-of-business sale. This warranty is not transferable.

One-year Limited Warranty

USA warrants to the original retail purchaser, protection against failure of the fibers, cushions, leather, any mechanical parts and loss of resiliency of filling materials. These items are guaranteed to be free from manufacturing defects for a period of one (1) year from the date of original purchase. Compressing of polyurethane foam with use is not considered loss of resiliency. Abnormal wear and abnormal loss of resiliency should not be confused with softening and flattening of the foam and fibers, which are considered normal wear, and are not defects.

No two pieces of leather are exactly alike. Variations in color and marks occur naturally and are not defects.

Obtaining product through an exchange with a dealer does not create a new warranty. This one-year Limited Warranty does not apply to product that is misused; to damage resulting from negligence, exposure, rental or commercial use, or other unreasonable use; to damage or failure due to additional chemical treatment, improper cleaning, or when heavy soiling or abuse is evident; or for products purchased at any liquidation or other going-out-of-business sale. This warranty is not transferable.

In the Event of Defects

Report any defects promptly to your dealer, with proof of purchase. If needed repair is covered under this warranty, your USA dealer will make arrangements with you for the repair. Covered repairs will be completed within a reasonable amount of time. If the product is more than one (1) year old, the original retail purchaser is responsible for all costs of materials and labor and for shipping costs incurred in making the repair. Costs of materials covered under the lifetime limited warranty are covered by USA but the costs incurred for labor and shipping are the responsibility of the original retail purchaser.

For further information, contact your local USA dealer or write to:

USA Premium Leather Furniture
Customer Service Department
879 South Gladiola Street
Salt Lake City, UT 84104
or fax (801) 384-1051

or email

customerservice@usapremiumleatherfurniture.com

This document was last updated on August 1, 2021

IMPORTANT INFORMATION:

This Limited Warranty establishes the original retail purchaser's exclusive remedies. No representative, dealer, or employee of USA has the authority to increase or alter the obligations or limitations under this warranty. The obligations of USA under this warranty shall not exceed the cost of the non-conforming products. The duration of any implied warranty, including that of merchantability or fitness for any particular purpose, shall be limited to one year from the date of purchase. **IN NO EVENT SHALL USA BE LIABLE FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES.** Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation exclusion may not apply to you.