

Unless expressly stated otherwise herein, this Warranty Agreement (“Warranty”) is made to the Original End User Purchaser only and is not transferable. Claims can only be made by the Original End User Purchaser and must be processed through the Original Authorized Dealer. If contact with such authorized dealer cannot be made for reasons beyond the Original End User Purchaser’s control, contact should be made with DIRECT UPHOLSTERY using the information below.

Frame – Limited Lifetime Warranty

Subject to the General Limitations contained herein, the upholstery frame is warranted by DIRECT UPHOLSTERY to be free from manufacturing defects for the life of the product to the Original End User Purchaser, if it remains upholstered in the original fabric or leather, and is used under normal wear and normal conditions.

Spring System – Limited Lifetime Warranty

DIRECT UPHOLSTERY uses a system of sinuous springs commonly known as “No-sag springs”, which are s-shaped steel wires that provide comfort and durability. Subject to the General Limitations contained herein, the spring system in the upholstery frame is warranted by DIRECT UPHOLSTERY to be free from manufacturing defects for the life of the product to the Original End User Purchaser, if it remains upholstered in the original fabric or leather, and is used under normal wear and normal conditions.

Seat Cushions - Limited One (1) Year Warranty

DIRECT UPHOLSTERY uses premium high-resiliency cushioning materials in all its cushion constructions. Subject to the General Limitations contained herein, cushions are warranted by DIRECT UPHOLSTERY against the abnormal loss of resiliency for one (1) year from the date of purchase by the Original End User Purchaser, if the cushion is used under normal wear and normal conditions. DIRECT UPHOLSTERY uses no less than a 1.9lb foam in our seat cushions, which is a higher density than the competitive industry standard which is typically a 1.5lb foam. Compression tests have shown that the 1.9lb foam will show less unsightly flattening, sagging, and is less likely to form unsightly body impressions.

Back Cushions - Limited One (1) Year Warranty

DIRECT UPHOLSTERY covers loss of resiliency for one (1) year from the date of purchase. Generally, our standard loose back cushions contain a polyester hollow fill, which is lighter than ordinary fibre, can stay full and never flatten, and will remain dry for ultimate comfort.

Sofa-Bed Mattresses - One (1) Year Warranty

DIRECT UPHOLSTERY covers manufacturing defects for one (1) year from date of purchase for the mattresses used in our Sofa Bed options.

Motion Mechanisms - Limited Three (3) Year Warranty

Subject to the General Limitations contained herein, motion mechanisms, including mechanisms for swivel chairs and sleep sofas are warranted to be free from manufacturing defects for three (3) years from the date of purchase by the Original End User Purchaser, if the upholstered furniture is used under normal wear and normal conditions.

Fabric and Leather – Limited One (1) Year Warranty

Subject to the General Limitations contained herein, fabric and leather coverings, (excluding Customer’s Own Material), are warranted to be free of manufacturing defects for one (1) year from the date of purchase by the Original End User Purchaser against seam slippage, rips, fraying, and dye transfer if the upholstered furniture is used under normal wear and normal conditions. The warranty only applies if the fabric has been cleaned according to its cleaning code and has not been treated with any form of protection coating. Fabrics may fade or become damaged by the sun so protect your upholstery by keeping furniture out of direct sunlight.

For questions concerning this warranty, please contact your authorized DIRECT UPHOLSTERY dealer, or
DIRECT UPHOLSTERY 475 Garyray Drive. Toronto. ON. M9L 1P9

Phone: (416) 746-4488

Email: info@directupholstery.com

Attn: Warranty – Consumer Services