Customer Limited Warranty: Upholstery

Product: Vanguard warrants standard catalog product for one year from the date of invoice against defects in workmanship when put to ordinary use. This warranty does not cover damage or injury caused by unreasonable or abusive use, failure to provide necessary or reasonable care, by accident, alteration, tampering or negligence. Shipping coverage applies only to the original delivery address and does not include in-home delivery or related costs.

Frames/Springs/Seat Cores: Vanguard guarantees frames, springs, seat and back cushion cores for the life of the product. If those components do not perform as expected under "normal conditions," these items will be repaired or replaced at No Charge, once our staff has determined "liability." This service policy extends solely to the original retail customer. **Shipping charges to provide what we need to manufacture replacement cores will be the consumer's responsibility.*

Fabrics: Vanguard Furniture does not guarantee and will not assume responsibility for color fastness or the wearing qualities of any fabric. Any adjustment made will depend on the fabric manufacturer's willingness to stand behind their product. We cannot be responsible for color variations beyond a reasonable commercial match. If an exact color match is required, a cutting of the fabric (for color and a photo for pattern match) or leather must be submitted with your order. Vanguard will not be responsible for fabric that has been treated with a stain-repellent finish by the customer. Vanguard works with fabric mills from around the world. When selecting textiles for our upholstery line, we only purchase fabrics that pass stringent industry standards. Oftentimes fabrics have inherent characteristics that are part of their uniqueness, such as color variation, slubs, or natural fiber contents. Most woven fabrics will show wear due to friction from use. Pilling, the formation of little balls of fuzz on the surface of fabric, can occur with normal use. The occurrence of pilling depends on several factors, including the type of fiber, the weave, the construction of the fabric itself, and the type of application the fabric receives. We make every effort to test for wearability and to identify fabrics that may pill excessively, however; some fabrics will pill more than others depending on their use. We cannot determine what type of application will produce pilling. In addition, we cannot control the wear our furniture will receive in the home.

COM Fabrics/COL Leather: Once a COM fabric is inspected and accepted, Vanguard assumes no responsibilities for its overall performance, flammability, durability, color fastness, or any other quality issues after upholstered on a Vanguard product. **Vanguard reserves the right to refuse any material not suitable for upholstery sent in to be used as COM (Customer's Own Material).*

Mechanisms: Reclining, swivel and sleeper mechanisms are fully guaranteed under normal use and care. We will unconditionally guarantee against any defective mechanism hardware during the useful life span of the product. This service policy extends solely to the original retail customer. First year of purchase: Vanguard will replace defective parts of inner mechanisms and pay installation costs up to $150. Within 5 Years the inner mechanism will be replaced by Vanguard, but freight and installation costs are not included. After 5 years, the inner mechanism may continue to be serviced, but Vanguard reserves the right to charge for repair or replacement of any mechanism after careful analysis of the product and problem experiences.

Customer Limited Warranty: Casegoods

Product: This Limited Warranty applies to Vanguard Furniture casegoods products that have been purchased from a factory authorized dealer and are extended to the original retail consumer as follows:

Wood and Metal Products: Wood and metal products are warranted to be free of defects in materials and workmanship when put to ordinary use for a period of one (1) year from the date of invoice.

Marble and Stone Tops: Marble and stone tops are warranted to be free of defects in material and workmanship when put to ordinary use for 120 days from the date of invoice. Due to the absorbent characteristics of genuine marble, Vanguard Furniture does not warrant against stains that occur as result of spills.

Glass and Mirrors: Glass and mirrors are warranted against defects in materials and workmanship when put to ordinary use for 120 days from date of invoice. Chips or scratches that occur from handling after delivery are not the responsibility of Vanguard Furniture.

The following conditions apply to this warranty except where prohibited by law:
This warranty is valid for the original purchaser from the date of invoice and warrants the product to be free of

defects in material and workmanship when put to ordinary use for the length of time specified.

This warranty applies under conditions of normal residential use and does not apply to damage incurred as a result of negligence or misuse. This includes improper cleaning, exposure to chemicals and foreign substances, liquids, accidents, or for any use which the product was not intended. TRANSPORTATION AND DELIVERY DAMAGE IS EXCLUDED.

Alterations of any type to the product by the consumer will nullify the warranty entirely.

Under the terms of this limited warranty, Vanguard Furniture may either repair or replace defective items if they do not perform as expected under “normal conditions.” The determination of liability is the sole responsibility of Vanguard Furniture.

Claims against the warranty must be initially presented to the authorized dealer of the original purchase. Dated proof of purchase and delivery from the original authorized dealer is required.

Outdoor Limited Warranty:

This warranty applies under conditions of normal residential indoor or outdoor use and does not apply to damage incurred as a result of negligence or misuse. This includes improper cleaning, exposure to chemicals and foreign substances, accidental damage, or for any use which the product was not intended.
TRANSPORTATION AND DELIVERY DAMAGE IS EXCLUDED.

Alterations of any type to the product by the consumer will nullify the warranty entirely.

Under the terms of this limited warranty, Vanguard Furniture may either repair or replace any part or the entire item that is defective if they do not perform under normal residential use. The determination of liability is the sole responsibility of Vanguard Furniture.

Claims against the warranty must be initially presented to the authorized dealer of the original purchase. Dated proof of purchase and delivery from the original authorized dealer is required. This Limited Warranty extends only to the original owner of the product.

- 10 Years
  - o Aluminum frames and aluminum frames under woven materials are warranted against frame breakage for 10 years.

- 5 Years
  - o Synthetic Teak components are warranted to be free from defects in material and construction for 5 years.

- 3 Years
  - o Synthetic wicker is warranted against breakage and significant ultraviolet fading or discoloration for 3 years.
  - o Powder Coat and Paint finishes are warranted against significant oxidation for 3 years.
  - o Light Weight Concrete is warranted against defects of material and construction for 3 years.
  - o Sling fabric on frames is warranted to be free from defects for 3 years.

- 1 Years
  - o Fabric and cushions are warranted for 1 year. Fabric manufacturers generally offer additional limited warranties on the fabrics 3-5 years from the date of retail purchase.
  - o Powder Coat and Paint chips caused by manufacturers defect are warranted for 1 year.
  - o Component Parts (swivel mechanisms, glides, bolts, wheels, etc.) are warranted for 1 year. Replacement parts are available for purchase after the warranty period expires.

Proper maintenance of the product is required to gain the benefits of this Limited Warranty. This includes, but is not limited to, timely cleaning of spills, regular cleaning of dirty surfaces with liquid soap and warm water, seasonal inspection of frames and touch-up of any minor damage to the product. This Limited Warranty is voided in the there are indications of abuse or neglect to the furniture.

Outdoor furniture is subject to environmental effects that may cause natural fading over time which is not considered a defect and not covered under this Limited Warranty.