Stickley Warranty

L. & J. G. STICKLEY, INC. MANUFACTURER'S LIMITED WARRANTY

We believe strongly in the quality and integrity of our workmanship and products, and we want you to be thoroughly pleased with your Stickley furniture as it becomes an important family heirloom for generations to come. Should the furniture fail structurally at any time during the lifetime of the original owner, because of workmanship or material, Stickley will repair or replace it at our discretion. If Stickley determines that the issue in question is covered by warranty, and that repair is impractical, you will be furnished a replacement product of the same or similar color, design, style, and quality.

The Stickley warranty period begins at the time you receive the product in your home. To exercise your rights under this warranty, you must submit the original sales receipt when making a claim, and you must be the original owner. If you notice a manufacturing defect, it is important that you promptly notify the Authorized Stickley Dealer from whom you purchased your furniture. If it is impossible or impractical to notify that Dealer, please submit your claim online, via email, fax, or in writing to:

Customer Service
L. & J. G. Stickley, Inc.
1 Stickley Drive, Manlius, NY 13104
Telephone: (315) 682-5500
E-mail: service@stickley.com

After notification, it may be necessary for Stickley or an Authorized Stickley Dealer to arrange for an inspection of your furniture to determine whether or not a manufacturing defect exists. These are your exclusive remedies under Stickley's warranty.

WARRANTY TERMS

WOOD FURNITURE
The limited lifetime warranty on structural or manufacturing defects in wood furniture products, which includes dressers, beds, tables, desks, bookcases, etc., is for the lifetime of the original purchaser. Please note that seasonal wood movement on solid wood products and checking on veneer tops are normal and are not considered warranty issues.

DINING CHAIRS AND OFFICE CHAIRS
The limited warranty on Dining Chairs and Office Chairs (excluding fabric or leather coverings, which are not warranted) is five years from the time you receive the product in your home.

FINISHES
The limited warranty on Stickley finishes is five years from the time you receive the product in your home.

MECHANICAL DEVICES
The limited warranty on mechanical devices such as clock mechanisms, pocket door mechanisms, recliner mechanisms, sleeper mechanisms, and swivel/swivel rocker mechanisms (excluding fabric or leather coverings, which are not warranted) is five years from the time you receive the product in your home. Power recliner/incliner mechanisms are warranted for a three-year period. Rechargeable battery packs are warranted for two years.

STICKLEY FINE UPHOLSTERY & LEATHER
Stickley offers a comprehensive warranty on our upholstered products, with the understanding that upholstered furniture is inherently more prone to wear and tear from normal household use than solid wood furniture. The limited warranty on cushion cores and spring units is five years from the time you receive the product in your home. Fabrics and leathers are not covered by this warranty (see below). See previous paragraph for warranty terms on mechanical devices in recliners, sleep sofas, etc.

COVERINGS
Fabrics and leather coverings on all Stickley upholstered furniture, provided and applied by Stickley or the customer, are not covered by this warranty.

LIMITATIONS AND EXCLUSIONS

The following will limit or exclude coverage under this warranty:

IMPLIED WARRANTIES
Implied warranties, including those of merchantability or fitness for a particular purpose. are limited in time to the term of your limited warranty stated herein. All implied warranties are specifically disclaimed after the limited warranty has expired. By "implied warranties," Stickley means warranties that the law sometimes implies to have been given by the seller even though they are not set out in writing. (Some states do not allow an exclusion or limitation on how long an implied warranty lasts, so the above limitations or exclusion may not apply to you.)

PLACE OF PURCHASE
This warranty protects you only when you purchase Stickley furniture from Stickley or an Authorized Stickley Dealer.

HOUSEHOLD USE
This warranty applies only when you have purchased the Stickley furniture for your own normal indoor household use (including use as a gift to another for household purposes) and not for resale or commercial use, which includes rental, business, institutional, or other non-residential use.

IMPROPER CARE AND USE
Your Stickley furniture requires some routine maintenance to maintain its beauty and structural integrity. Please take care to treat your Stickley furniture like the fine product it is. Proper care and use are essential to preserving your rights under this warranty. Stickley will not repair or replace your furniture if improper maintenance or improper use causes damage. This warranty does not apply if your Stickley product is damaged by the use of detergents, abrasives, or other improper cleaning agents.

ACCIDENTS, ABUSE, AND NORMAL WEAR AND TEAR
This warranty does not cover damage resulting from negligence, abuse, normal wear and tear, or accidents, including burns, cuts, scratches, tears, scuffs, watermarks, sun damage, extreme temperatures, indentations, or pet damage. Damage occurring during the delivery or setup of your Stickley furniture in your home is not covered by this warranty and should be addressed with the party making delivery.

STORAGE FACILITIES
Storage facilities are prone to drastic changes in humidity and temperature, even if they claim to be climate controlled. Any defect to the structure or finish on a product that is noted during or immediately following prolonged storage in a storage facility will not be covered under warranty.

PRODUCT MODIFICATION
Any product modification by dealer, consumer, or other parties not authorized by Stickley will void this warranty.

FLOOR SAMPLES OR PRODUCTS PURCHASED "AS IS"
This warranty does not cover products designated "AS IS" at the time of purchase.

DIFFERENCES FROM FLOOR SAMPLES OR LITERATURE
Because of craftsmanship or use of natural materials in Stickley furniture, minor variations in color, wood grain, or construction can occur from piece to piece. Therefore, this warranty does not cover such minor differences or the differences between floor samples or printed illustrations and your furniture.

CONSEQUENTIAL OR INCIDENTAL DAMAGES
Stickley will not be liable for consequential or incidental damages including, without limitation, any liability for third-party claims against you for damages. By this Stickley means any loss, expense, or damage other than to the furniture itself that may result from a defect in the furniture. (Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.)

YOUR WARRANTY RIGHTS

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state. Except for such other rights, the remedies provided under this warranty state the limit of Stickley's responsibilities.