

Warranty



Frame

Our frames are constructed of selected hardwoods and are guaranteed for FIVE YEARS as upholstered in the original fabric.



Springs

Spring construction and all support of backs and seats, exclusive of cushions, is guaranteed against breaking or significant slippage for FIVE YEARS under normal stress.



Cushions

Foam cushions are warranted for 1 year, while all other cushions are warranted for 3 years. Frequent turning and fluffing will extend the life of all cushions and fabrics. In the rare incidence that your cushion(s) needs to be replaced, you must supply the original acknowledgement number. Our warranty is valid only if the furniture has received normal usage and has not been subjected to abuse. Cushion warranty is for the loss of cushion resiliency and not normal flattening or softening of cushions. Softening and flattening of cushions occur with foam and fibers as a result of regular use and aging and should not be considered manufacturing defects. We are not liable for freight charges to ship replacement cushions.



Fabric

We offer a full ONE YEAR warranty (starting from the date the order ships from Parker Southern) against wear under normal use and with proper care. This warranty does not cover fading or pilling, which sometimes occurs with normal use of some fabrics and is not valid where there is evidence of heavy soiling. We reserve the right to replace the portion of fabric that is defective. All claims, within warranty, will be submitted to the fabric mill for evaluation. We will warrant only if the mill states that there is an actual fabric defect. Fabric manufacturers will not honor warranties if evidence that the furniture was exposed to a pet, therefore voiding our fabric warranty. Pets are abrasive to fabric and should not be allowed on your furniture. The fabric warranty is null and void if improperly cleaned. Care of the fabric is important. Cleaning by a professional furniture cleaning service only is recommended for all our fabrics. To prevent overall soil, frequent vacuuming or light brushing to remove dust and grime is also suggested. It is imperative that the seat cushions be turned twice monthly to get maximum wear from both the fabric and the cushioning.

Please be advised that treatment of the fabric with any kind of stain repellent, or any after market chemical treatment voids our fabric warranty.

OTHER WARRANTIES

GLIDER AND SWIVEL MECHANISM 2 YEARS
BATTERY PACKS FOR FOOTRESTS 1 YEARS

1.

All warranty action must be pursued through an authorized Parker Southern dealer, preferably the dealer of original purchase and is in effect only as long as the furniture is upholstered in its original fabric.

2.

When a problem occurs, we reserve the right to determine if repairs should be made locally, or if the piece should be returned to our factory for correction.

3.

Parker Southern reserves the right to have our sales representative make a preliminary inspection, at the dealer's store or the customer's home to determine that a problem exists before a return is authorized.

4.

Parker Southern will absorb the cost of returning the furniture from the dealer to the factory. The furniture will be returned to the dealer FREIGHT COLLECT after the repairs are made. Parker Southern is not liable for freight charges to ship replacement parts.

5.

The warranty is valid only if the furniture has received normal usage and has not been subjected to abuse.