

Information & Limited Warranty

Thank you for choosing Craftmaster Furniture. You have made an investment in lasting quality that will bring years of enjoyment and comfort. Please retain your proof of purchase and this warranty card to substantiate a claim. This limited warranty applies to new residential upholstered furniture and applies to the original purchaser only.

Craftmaster Furniture warrants this product to be free from defects in material and workmanship for the length of time specified on the following pages for each component.

WARRANTY SERVICE

All claims for service must be accompanied by proof of purchase. You should contact the designer from whom the furniture was purchased to request warranty service.

FRAME: LIMITED LIFETIME

Craftmaster Furniture warrants to you, the original purchaser, protection against manufacturing defects in the frame. This warranty applies for the lifetime of the product, provided it remains upholstered in the original fabric or leather and is used under normal conditions. The portion of the repair or replacement cost covered by this warranty will be prorated based on the expected lifetime of the frame within furniture industry standards.

SLEEPER MATTRESSES: 5 YEARS

Innerspring and Memory Foam mattresses are warranted to be free of defects for 5 years by the mattress manufacturer. Mattress covers are excluded from this warranty. If defects appear (under normal use and service), during the first 5 years, we will, at our option, repair or replace the mattress at no charge to the original purchaser.

MECHANISMS: 2 YEARS

Swivel rockers, swivel gliders, and sleeper mechanisms (all metal parts) are warranted to be free of defects for 2 years from the date of original purchase.

SPRINGS: 5 YEARS

The springs are warranted for a period of 5 years from the date of original purchase against breakage and manufacturing defects under normal use and conditions.

FABRICS: 1 YEAR

Craftmaster Furniture provides to you a warranty against defects in fabric material or workmanship for a period of one year from the original date of purchase under normal use and care. This warranty covers seam failure, fabric separation, and nap loss, but does not cover pilling, fading, dye lot variations, or damage caused by heavy soiling or abuse.

NOTE: Due to dye lot variations from fabric suppliers, Craftmaster Furniture cannot guarantee dye lot matches unless products are purchased simultaneously.

LEATHERS: 1 YEAR

Craftmaster Furniture provides to you a warranty against defects in leather material or workmanship for a period of one year from the original date of purchase under normal use and care. Please note that leathers are handcrafted by highly skilled artisans, but are subject to some natural variations. Hide marks, wrinkles, brands, scratches, blemishes, color variations, and distress marks are intrinsic to leather products and only enhance the individual character and beauty of each piece.

NOTE: Due to dye lot variations from leather suppliers, Craftmaster Furniture cannot guarantee dye lot matches.

- THIS WARRANTY DOES NOT COVER FABRIC OR LEATHER DAMAGE CAUSED BY STAIN REPELLENT CHEMICAL TREATMENTS THAT HAVE BEEN APPLIED TO THIS PRODUCT SINCE THEY CAN CAUSE DETERIORATION OF THE FABRIC BACKING OR LEATHER, SEAM SLIPPAGE, DISCOLORATION, AND CAN DAMAGE FILLING MATERIALS.
- THIS WARRANTY WILL BE VOIDED IF EVIDENCE OF ANIMAL DAMAGE IS FOUND.
- RECOVERING OF THE PRODUCT WILL VOID ALL WARRANTIES.

BACK CUSHIONS AND TOSS PILLOWS: 1 YEAR

Our back cushions are filled with 100% polyester fiber encased in a sewn ticking which contains internal baffles to help the cushion maintain its shape and comfort. Toss pillows are filled with 100% polyester fiber encased in a sewn ticking. Back pillow and toss pillow filling materials are under warranty for 1 year against the loss of resiliency.

SEAT CUSHIONS: 10 YEARS

Craftmaster Furniture warrants to you, the original purchaser, protection against abnormal loss of resiliency of the upholstered seat cushions for 10 years from the date of original purchase, as long as the product is used under normal wear in normal conditions. Abnormal wear and abnormal loss of resiliency should not be confused with the gradual softening or compression of foam and cushion materials over time. This softening is a natural result of regular use and does not affect the performance or comfort of the seat. It is normal for cushions to develop slight body impressions or to feel softer in areas where frequent sitting occurs. This is not a defect, but a characteristic of high-quality polyurethane foam as it adjusts and conforms to the body.

For cushions that include feather or blend down components, the natural migration of feathers is to be expected. Air circulation during regular use causes these materials to shift or move slightly within the cushion. This movement helps maintain comfort and breathability and should not be considered a defect. Periodic fluffing and redistribution of fill materials will help maintain the cushion's shape and performance over time.

All cushions meet California flammability requirements for Technical Bulletin 117-2013. As of June 1, 2014, all foam purchased by Craftmaster Furniture from our suppliers and used in our products complies with applicable flammability standards and contains no added fire retardant chemicals.

POWER MOTION WARRANTY

MOTOR: 3 YEARS

The power motion motors are warranted to be free of manufacturer defects for **3 years** from the date of original purchase. This includes **3 years for parts** and **3 years for labor** under normal residential use.

MECHANISMS: 3 YEARS

The reclining mechanisms are warranted to be free of manufacturer defects for **3 years** from the date of original purchase, ensuring reliable performance and durability.

ELECTRICAL COMPONENTS: 1 YEAR

All electrical components, including wiring and switches, are warranted to be free of manufacturer defects for **1 year** from the date of original purchase.

PRODUCT CARE

For fabrics or leathers, blot up spills immediately to prevent stains. If necessary, consult your designer or a professional cleaning service to determine appropriate cleaning needs. Vacuum regularly and rotate cushions for maximum longevity. Never use rotating brush attachment. (Note: Leather cushions are not reversible.) Never expose upholstery fabric or leather to sunlight for any lengthy period of time. Cushion and pillow care couldn't be easier. Occasionally fluff, turn, and rotate them to wear evenly.

LABOR

The warranty covers reasonable and customary labor charges for the purpose of repairing or replacing warranty parts or components during warranty periods expressly provided for above. Warranty service must be performed by the authorized Craftmaster Furniture designer where the purchase was made.

Warranty claims must be submitted with the original proof of purchase and a brief description of the defect. There are some repairs that can be made in the home and your authorized designer will handle those repairs.

ADDITIONAL WARRANTY LIMITATIONS & EXCLUSIONS

All warranty claims will be handled by repair or replacement of the defective part or component, at the discretion of Craftmaster. The warranties and remedies set forth in the Limited Warranty are exclusive and in lieu of all other written or oral warranties or remedies of any kind.

There are no implied warranties with respect to this product, including without limitation, any implied warranty of merchantability or fitness for any particular purpose, and any and all such implied warranties are expressly excluded.

In no event shall the designer be liable for any incidental or consequential damage on account of any breach of warranty or other claim with respect to this product.

Under the warranty, Craftmaster Furniture obligation is limited to repairing or replacing any part or parts (except those not covered by the warranty) that are found to be defective in material or workmanship upon examination by Craftmaster Furniture. We will do our best to locate repair technicians in your area for services needed. If we are unable to find a technician in your area, you will be responsible for locating one.

Craftmaster Furniture products are designed for residential use only. Placement in a commercial or rental property, institutions, or any other excessive application voids the warranty.

In the event of any improper use, abuse, accident, or damage after the sale, this warranty does not apply.

This warranty does not cover pick up, inspecting, packing, or any freight or other transportation charges.

This warranty does not cover shipping and handling damage.

This warranty does not cover labor costs to repair or replace the black dust cover on the underside of the furniture.

Because of the craftsmanship involved and natural materials used in the manufacturing process, minor variations will occur from piece to piece. This warranty therefore does not cover such minor differences between floor samples and a customer’s order.

Should you have any questions about this warranty, please contact your authorized Craftmaster Furniture dealer.

GOVERNING LAW

The warranty shall be governed by the laws of the State of North Carolina.