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WARRANTY

Salamander is proud to stand behind our products with industry-leading warranties.

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Should you ever encounter any problem with your Salamander product, let us know. We are here to make it right.

A. Scope of Warranties

These warranties are applicable, as noted, to the following products, when used only by an original consumer purchaser under normal residential household use: (1) Archetype System, Synergy System, Chameleon Collection, (2) AV Basics by Salamander Designs, (1) Custom Seating Collection, (4) Television Mounts, and (5) Electronic Accessories. Salamander products used in a commercial environment may be eligible for coverage under Salamander's commercial limited lifetime warranties, which are available at www.salamandercommercial.com. All warranties described in Sections B through F are also subject to the additional limitations and conditions set forth in Sections G.

- [Cabinets, Racks and TV Stands](#)
- [AV Basics Seating](#)
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- [Electronic Furniture Accessories and Leon Speakers](#)
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- [Warranty Limitations and Claim Procedure](#)
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B. Archetype System, Synergy System, & Chameleon Collection

Salamander warrants products in the Archetype System, Synergy System, and Chameleon Collection against manufacturing defects for the lifetime of the product. Salamander will repair or replace, at our option, any product defective in materials or craftsmanship. The limited warranty described in Section B also includes the Storage Ottoman and the Cache End Table, and may, in Salamander's reasonable discretion, include other built-to-order domestic furniture products (except for seating products or seating components of domestic furniture products).

C. Acadia TV Stands

LIMITED WARRANTY For three full years Salamander Designs Ltd will repair or replace, at our option, any product defective in materials or craftsmanship. Salamander Designs Ltd. will not be responsible for any damage to or destruction of other equipment consequential to our equipment failure. Defective product must be given Return Authorization and is to be returned to the factory prepaid, in the original carton and packing material. Any damage incurred in a shipment not in original packaging shall be the responsibility of the owner. Warranty repairs will be returned prepaid, via UPS within the continental U.S.A. only.

Seating Collection

C. AV Basics Seating by Salamander Designs Limited Warranty

The limited warranties described in Section C are applicable to AV Basics Seating by Salamander Designs products and may, in Salamander's reasonable discretion, include other imported products.

electrical components and all cover material for one (1) year from the date of purchase.

Salamander will repair or replace, at our option, any product defective in materials or craftsmanship.

D. Custom Seating Collections Limited Warranty

The Salamander Designs warranty does not cover any damages due to improper usage, excessive soiling, improper or unapproved cleaning methods (See Product Care for details), chemical treatments, exposure to direct sunlight or color fading. These incidents will void the warranty.

LIFETIME LIMITED WARRANTY

Wood frames, pocket coils or springs: Wood frames, pocket coils, springs or webbing are covered against breakage due to metal fatigue or pulling loose from wood frames. Warranty is limited to supplier's availability of parts.

Recliner Motion Mechanisms: The mechanism is covered by a lifetime warranty against defects in material or workmanship subject to normal residential use. Warranty is limited to supplier's availability of parts.

Any cracking or minor squeaking noise heard from the metal mechanism or wood frame are normal and are not covered by our warranty.

PARTS WARRANTY – COVERAGE & LIMITATIONS

Seat Cushion Foam and Fibre-filled Components – Five (5) year Warranty: All cushions will soften with use and will conform to the shape of the user. This softening is considered normal wear and is in no way considered a manufacturer's defect. Fibre-filled seat cushion tops, backs and arms will flatten with prolonged use. This is inherent to the design of fibre-filled and fibre-wrapped products. Regular fluffing will

Leathers: Certain models have the upholstery of the seat or back cushions with feathers. In those models, the seat and back cushions are in a 100% cotton envelope and are feather-proof which prevent feathers from escaping. However, it may occasionally occur that some feathers escape, and this is considered normal in the industry.

Stitching – Two (2) year warranty: All our sewing thread finishing is done with top quality nylon to prevent fraying and provide longevity to the furniture. Salamander Designs warrants your stitching for two (2) years against defects in materials, workmanship, tearing or separating from the fabric or leather under normal household use.

Headrest Mechanisms – Five (5) year warranty: The headrest mechanisms are covered against defects in material or workmanship subject to normal residential use. Warranty is limited to supplier's availability of parts.

Recliner Motor – Three (3) year warranty: Recliner motor is warranted against manufacturing defects.

Electronic Components – One (1) year warranty: Electronics are warranted against manufacturing defects.

Leather – Five (5) Year Warranty: The leathers carefully selected by Salamander Designs and subject to normal usage, their longevity will largely exceed its guarantee.

The warranty does not cover damages caused by burns, cuts, all types of scratches (animal claws, rings, fingernails, etc.), exposure to sunlight, or heat source, discoloration due to scalp sebum, unapproved cleaning methods or application of a product on the leather.

Leather is a natural material and, therefore, each hide reflects its own characteristics. Variations in shade, grain, texture, patterns of original hair

NOTE: If a leather piece of your furniture is defective, Salamander Designs will strictly replace that piece at no extra charge with a leather tint approaching nearest to the original leather color. Taking into consideration the fact that the leather of origin will have aged in beauty with time, and that its color will have changed depending on the number of years the leather furniture was purchased.

Fabrics – Two (2) Year Warranty: The one-year warranty covers seam failure or fraying. Since colors and intensity under dye lots may vary within commercial tolerances, the colors of fabrics may vary from the sample swatches. Salamander Designs is unable to guarantee that the exact dye lots illustrated in sample swatches will be the same as the samples used at a retailer, showroom or previously purchased furniture.

This warranty does not cover tears, *pilling, shrinking or fibre migration. The crushing of fabric, velvet, and microfiber is a characteristic of these soft and fluffy fabrics and are not considered as manufacturing defects. The fabric warranty is void if there is excessive soiling, improper cleaning or abuse, or when a treatment has been applied.

Customer's Own Material (C.O.M.): Since the fabric is chosen by the customer, the client must make sure of its quality. Salamander Designs cannot test or judge the quality in relation to our own selection of Salamander Designs fabrics which are carefully selected, analyzed and tested.

That said, Salamander Designs cannot be responsible for its durability or their reaction during sewing or during its upholstery. Consequently, no warranties are given to the fabrics chosen by customers (C.O.M.).

General:

- Any modification to a Salamander Designs product which is not in conformity with

- Salamander Designs does not promise to reimburse or replace its product – only repair as per our Warranty.
- Warranty does not apply to Salamander Designs products that have been subjected to inadequate usage, damaged by accident, modifications, improper handling or installation or repairs made by anyone other than an authorized Salamander Designs representative.
- Warranty may not apply to Salamander Designs products if product was used in an uneven manner.

[SEE FULL WARRANTY](#)

AV Furniture Electronic Accessories & Leon Speakers

E. Electronic Accessories Limited Warranty

The limited warranties described in Section E are applicable to electronic accessories sold by Salamander. Salamander warrants against manufacturing defects for two (2) years from the date of purchase. Salamander will repair or replace, at our option, any product defective in materials or craftsmanship.

Leon Speaker Warranty for Passive Loudspeakers

Leon Speakers (“Leon”) provides a five (5) year Limited Warranty to the first end-user purchaser that this Leon product (“Product”), when purchased from Salamander Designs, will be free from defective workmanship and materials for the period stated herein. Leon will at its option and



EXCLUSIONS:

TO THE EXTENT PERMITTED BY LAW, THE WARRANTY SET FORTH ABOVE IS IN LIEU OF, AND EXCLUSIVE OF, ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, AND IS THE SOLE AND EXCLUSIVE WARRANTY PROVIDED BY LEON. ALL OTHER EXPRESS AND IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY, IMPLIED WARRANTY OF FITNESS FOR USE, AND IMPLIED WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE ARE SPECIFICALLY EXCLUDED. No one is authorized to make or modify any warranties on behalf of Leon.

The warranty stated above is the sole and exclusive remedy and Leon's performance shall constitute full and final satisfaction of all obligations, liabilities and claims with respect to the Product. IN ANY EVENT, LEON SHALL NOT BE LIABLE FOR CONSEQUENTIAL, INCIDENTAL, ECONOMIC, PROPERTY, BODILY INJURY, OR PERSONAL INJURY DAMAGES ARISING FROM THE PRODUCT, ANY BREACH OF THIS WARRANTY OR OTHERWISE. THE RIGHT TO RECOVER DAMAGES WITHIN THE LIMITATIONS SET FORTH IS YOUR EXCLUSIVE ALTERNATIVE REMEDY IF THE LIMITED REMEDY OF REPAIR OR REPLACEMENT FAILS ITS ESSENTIAL PURPOSE.

This warranty statement gives you specific legal rights, and you may have other rights which vary from state to state. Some states do not allow the exclusion of implied warranties or limitations of remedies, so the above exclusions and limitations may not apply. If your state does not allow disclaimer of implied warranties, the duration of such implied warranties is limited to period of Leon's express warranty.

Warranty Period for this Product: Five (5) years from the date on the original sales receipt or invoice or other satisfactory proof of purchase.



applies only to the initial installation of the Product, does not include installation of any repaired or replaced Product, does not include damage to allied or associated equipment which may result for any reason from use with this Product, and does not include labor or parts to repair damage caused by accident, mishandling, disaster, negligence, improper installation, misuse (including, but not necessarily limited to, overdriving the amplifier or speaker, exposing the Product to excessive heat or cold or humidity, direct water spray or immersion), commercial use, abuse, negligence, or normal wear and tear, or from service or repair which has not been authorized by Leon. This warranty also excludes normal cosmetic deterioration caused by environmental conditions.

Obtaining Authorized Service:

To qualify for the warranty, you must contact your authorized Leon Dealer/Installer or call Leon Customer Service at (888) 213-5015 within the warranty period, obtain a return merchandise number (RMA), and deliver the Product to Leon in suitable packaging, shipping prepaid during the warranty period, together with the original sales receipt, invoice or other satisfactory proof of purchase.

Television Mounts

F. Television Mount Limited Warranty

The limited warranties described in Section F are applicable to television mounts sold by Salamander.

MANUAL TV MOUNTS: Salamander warrants against manufacturing defects for five (5) years from the date of purchase. Salamander will repair or replace, at our option, any product defective in materials or craftsmanship.

materials or craftsmanship. Batteries are not covered by the warranty.

EXPRESS WARRANTY LIMITATIONS APPLICABLE TO MANUAL AND MOTORIZED TV MOUNTS:

During mounting of the product, instructions for the installation and use of the television must be followed precisely. Correct mounting is essential. For maximum weights, screen size and correct application, please refer to the product installation instructions. Failure to comply with these requirements or the occurrence of any of the following circumstances will result in the termination of any otherwise applicable limited warranty:

- a. If the holes in the wall required for the installation of the product were not drilled in accordance with the instructions for use of the product, or if the product was not properly installed or used.
- b. If you (or third parties) – without Salamander’s or your Salamander dealer’s prior knowledge and permission – carried out work or repairs on the product.
- c. If a defect is the result of external causes, i.e. in the case of abnormal types of damage caused by climatological, thermal, mechanical or other external influences.
- d. If the product is not used in accordance with its intended use or if it is damaged as a result of negligence.

G. Express Limitations, Required Procedures, and Eligibility

The limitations, conditions and procedures described in this Section G are applicable to all warranties described in this document.

1. Express Limitations



implied warranty of merchantability or fitness for a particular purpose. These limited warranties do not cover damages incurred in shipment, failures caused by other products not supplied by Salamander, or failures due to accident, misuse, abuse or alteration of the product. These limited warranties do not cover alterations to the appearance or performance of a product due to normal wear and tear and not attributable to a defect in materials or craftsmanship.

No warranty is provided in this document to business, commercial, rental, institutional and other non-residential users nor seating purchased from retail showroom displays, and Salamander expressly disclaims the applicability of the implied warranty of merchantability or fitness for a particular purpose as applied to such circumstances.

Salamander's sole commitment under the limited warranties described in this document, and the purchaser's exclusive recourse to Salamander under such limited warranties, shall be for the repair, or at Salamander's option, for the replacement of the defective part as provided herein. Notwithstanding the above, if replacement parts for defective materials are not available, Salamander may satisfy its commitment by providing reasonable compensation in lieu of repair or replacement. The warranties described in this document do not constitute an agreement for Salamander to be



obligations. The above limitation may not apply in jurisdictions where, by law, incidental or consequential damages may not be limited.

If any product is deemed by Salamander in its reasonable discretion to be ineligible for coverage under the limited warranties described in this document, we are happy to provide reasonable quote for the repair or refurbishment of your furniture. Please contact us for more information.

2. Required Procedures and Eligibility

All warranty claims must be made through the dealer from which the product was purchased. The dealer will contact Salamander for warranty service. An original sales order number/purchase order number must be provided by the dealer.

Following a receipt of a warranty claim from a dealer, Salamander in its sole discretion will determine the cause and nature of any defect, the necessity and manner of repair or replacement, and all other matters pertaining to the condition of the product.

Products for which a warranty claim is made must be given express return authorization by Salamander prior to shipment of the product to Salamander, and Salamander may grant return authorizations in its sole but reasonable discretion. All products for which return authorization is given must be



be the responsibility of the purchaser. This warranty gives you specific legal rights and you may also have other rights that could vary in your area.

Should a consumer be entitled to receive a repair or replacement under this warranty, Salamander will pay the cost of labor, handling and shipping to the consumer for two (2) years from the date of purchase by the original purchaser. After that date, the purchaser will be responsible for these costs.

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SALAMANDER COMMERCIAL PRODUCTS

SALAMANDER DESIGNS LIMITED WARRANTIES FOR COMMERCIAL PRODUCTS

Salamander is proud to stand behind our products with industry-leading warranties. Should you ever encounter any problem with your Salamander product, let us know. We are here to make it right.

A. Scope of Warranties

These warranties are applicable, as noted, to those products that may be listed or described from time to time at www.salamandercommercial.com, when used in a commercial application in single-shift service under normal use, proper care, and under commercially reasonable conditions. All warranties described in Sections B through E are



Except as provided in Section E, Salamander warrants the following components of its commercial furniture products (excluding residential cabinets, seating products or seating components of furniture products) against defects in design, material and workmanship, for the following periods:

CABINET INTERIOR CHASSIS: Lifetime

CABINET WOOD COMPONENTS: Seven (7) years from the date of purchase

ELECTRONIC ACCESSORIES: Five (5) years from the date of purchase

CASTERS: Three (3) years from the date of purchase.

C. Video Display Stand and Mount Limited Warranty

Except as provided in Section E, Salamander warrants the following components of its commercial VideoDisplay Mount products against the following defects for the following periods:

DISPLAY STAND AND WALL MOUNT STRUCTURE: Lifetime

DISPLAY STAND WOOD COMPONENTS AND CASTERS: Three (3) years from the date of purchase

MOTORIZED, MECHANIZED, ELECTRONIC COMPONENTS: Five (5) years from the date of purchase

Salamander will repair or replace, at our option, any product defective in materials or craftsmanship. Batteries are not covered by the warranty.

EXPRESS WARRANTY LIMITATIONS APPLICABLE TO MANUAL AND MOTORIZED TV MOUNTS: During mounting of the product, instructions for the installation and use of the television must be followed precisely. Correct mounting is essential. For maximum weights, screen size and correct application, please refer to the product

warranty:

- a. If the holes in the wall required for the installation of the product were not drilled in accordance with the instructions for use of the product, or if the product was not properly installed or used.
- b. If you (or third parties) – without Salamander’s or your Salamander dealer’s prior knowledge and permission – carried out work or repairs on the product.
- c. If a defect is the result of external causes, i.e. in the case of abnormal types of damage caused by climatological, thermal, mechanical or other external influences.
- d. If the product is not used in accordance with its intended use or if it is damaged as a result of

D. Commercial Seating Limited Warranty

Except as provided in Section E, Salamander warrants the following components of its commercial seating products against the following defects for the following periods:

FRAME: Lifetime warranty against manufacturing defects.

SUSPENSION: Limited warranty against manufacturing defects for one (1) year from the date of purchase.

SEAT CUSHIONS: Salamander warrants the seat cushion core from collapsing due to manufacturing defects for one (1) year from the date of purchase. Please note that all foams and composites naturally soften with use. This softening does not constitute a defect under the warranty.

UPHOLSTERY FABRIC AND LEATHER: Salamander warrants the fabric and leather covers due to manufacturing defects that result in seam failure, fabric separation, nap loss, leather splitting, natural scars opening, premature fading or pilling under normal conditions for one (1) year from the date of purchase. The fabric limited warranty does not apply to COM material or where there is

E. Additional Limitations Applicable To Contract, Custom, OEM Furniture And Seating

The limited warranties described in Section B and Section D shall be further limited for contract furniture and seating, custom furniture and seating, and OEM furniture and seating (collectively "Limited Products"), as described in this Section D. Salamander designs and builds Limited Products according to customer specifications. Therefore, for Limited Products, Salamander only warrants against defects in materials and craftsmanship. Notwithstanding any provision of this document to the contrary, with respect to Limited Products, Salamander makes no representations, warranties or claims about suitability of design or engineering, product application, product safety, or compliance with safety standards or regulations.

F. Express Limitations, Required Procedures, and Eligibility

The limitations, conditions and procedures described in this Section F are applicable to all warranties described in this document.

1. Express Limitations

The limited warranties herein described are in lieu of any other warranty, expressed or implied, including but not limited to any implied warranty of merchantability or fitness for a particular purpose. These limited warranties do not cover damages incurred in shipment, failures caused by other products not supplied by Salamander, or failures due to accident, misuse, abuse or alteration of the product. These limited warranties do not cover alterations to the appearance or performance of a product due to normal wear and tear.

No warranty is provided in this document to residential users nor seating purchased from retail showroom displays, and Salamander expressly disclaims the applicability of the implied



Salamander's sole commitment under the limited warranties described in this document, and the purchaser's exclusive recourse to Salamander under such limited warranties, shall be for the repair, or at Salamander's option, for the replacement of the defective part as provided herein. Notwithstanding the above, if replacement parts for defective materials are not available, Salamander may satisfy its commitment by providing reasonable compensation in lieu of repair or replacement. The warranties described in this document do not constitute an agreement for Salamander to be responsible for incidentally consequential damages, and such damages are expressly excluded from Salamander's warranty obligations. The above limitation may not apply in jurisdictions where, by law, incidental or consequential damages may not be limited.

If any product is deemed by Salamander in its reasonable discretion to be ineligible for coverage under the limited warranties described in this document, we are happy to provide reasonable quote for the repair or refurbishment of your furniture. Please contact us for more information.

2. Required Procedures and Eligibility

If not purchased directly from Salamander, all warranty claims must be made through the dealer from which the product was purchased. The dealer or direct purchaser may contact Salamander for warranty service. An original sales order number/purchase order number must be provided by the dealer or direct purchaser.

Following a receipt of a warranty claim from a dealer or a direct purchaser, Salamander in its sole discretion will determine the cause and nature of any defect, the necessity and manner of repair or replacement, and all other matters pertaining to the condition of the product.

Products for which a warranty claim is made must be given express return authorization by Salamander prior to shipment of the product to



Salamander, in the original carton and packing materials. Any damage incurred in a shipment not in original packing shall be the responsibility of the purchaser. This warranty gives you specific legal rights and you may also have other rights that could vary in your area.

Should a consumer be entitled to receive a repair or replacement under this warranty, Salamander will pay the cost of labor, handling and shipping to the consumer for one (1) years from the date of purchase by the original purchaser. After that date, the purchaser will be responsible for these costs.

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