



Warranty Info

Warranty Info:

Contact the Southern Motion™ retailer from whom you purchased your furniture, to obtain warranty service. All claims must include the original bill of sale, the product serial number, and be filed within the applicable warranty period. Southern Motion™ reserves the right to require defective parts be returned upon request.

The following Limited Warranties are given only to the original retail purchaser, subject to all the terms and conditions below. These Limited Warranties are non-transferable:

Southern Motion™, subject to all the limitations and exclusions described in these Limited Warranties, warrants the following Southern Motion™ products and parts against material manufacturing defects for the duration set forth next to that product or part in the table below.

Limited Lifetime Warranty



The black metal patented parts of the RECLINING MECHANISM carry a Limited Lifetime Warranty. The reclining mechanism is warranted to be free of defects for as long as you, the original consumer, own the furniture.

Five Years



Cushions, wooden frame components and springs are warranted to be free of defects in materials and workmanship for FIVE (5) YEARS from the date of sale.

Three Years



Gold Standard power motors, as well as all other motors are warranted to be free of defects for THREE (3) YEARS from the date of sale.



ONE (1) YEAR from date of sale.

Fabric/Leather



All upholstery fabrics and leathers are warranted against defective materials and workmanship for ONE (1) YEAR from the date of purchase. This warranty covers seam failure, fabric separation and nap loss. Excluded from the warranty are cover piling, fading, stretching and dye lots. Natural markings such as scars, brands, grain variations, wrinkles, etc., will be considered normal characteristics and not construed as defects. Nature's trademarks leave no two cow hides the same, so color variations could occur. Where there is evidence of excessive soiling, improper cleaning, abuse or where the fabric or leather has had some form of chemical applied, the fabric/leather warranty will not apply.

Service



Reasonable and customary labor charges for a period of one year from the original date of sale for the purpose of repair or replacing warranty parts are covered. Warranty service should be performed by the store where you purchased this furniture.

Residential Use Only



This product was designed for residential use only. Placement in rental property, institutions or any other excessive application voids this warranty.

Claims



Claims for service must be accompanied by proof of purchase to satisfy warranty requirements.

We reserve the right to require defective parts be returned upon request.

In the event of improper use or damage after the sale, this warranty does not apply. Also, this warranty does not cover pick up, inspection, cartoning or freight charges. Should you have any questions concerning this warranty, please contact the store where you purchased this furniture.

Wireless Power Recall





The lithium ion batteries installed in these furniture items could overheat, posing a fire hazard.

We are requesting that you please STOP using the furniture under power in order to reduce the risk of a fire hazard. Please place the chair in a fully closed, un-reclined position and unplug the battery from the wall.

[Click here to view the CPSC recall press release.](#)

What We Need You to Do:

CALL 1- 800-368-8865 between 8 a.m. and 6 p.m. EST time, Monday through Friday, or email us at: wprecall@southernmotion.com to arrange for a free conversion repair.

How to know if your furniture is included in the recall:

Stapled under one of the footrests, there will be a white label attached with a **SERIAL NUMBER** printed on it. The label also shows what **OPTIONS** were produced on your furniture.

If your furniture shows an option of “WP” then your furniture **IS** involved in the recall.

If the label does not indicate “WP” your furniture is NOT involved in the recall.

Sample Label:

Serial #: 8554008 **Prod Date: 09/11/19**
Style #: 61681P
Cover #: 42114

Options:WP

Southern Motion sincerely regrets this inconvenience and appreciates your cooperation. Your safety and that of your family is of the utmost important to us.

Sincerely,

Southern Motion Furniture