



Furniture Warranty

The exclusive Luonto Furniture Inc. warranty becomes effective upon the delivery date of furniture and is non-transferable. Luonto Furniture Inc. will repair or replace at our discretion any piece of furniture that is defective in material or workmanship under the terms and conditions outlined here. If Luonto Furniture Inc. determines that a repair is impractical, you will be furnished a substitute of the same or similar color, design, and quality.

THE REPAIR OR REPLACEMENT OF DEFECTIVE GOODS CONSTITUTES LUONTO FURNITURE INC. ENTIRE OBLIGATION. THERE ARE NO OTHER WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING ANY WARRANTY OR MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

Please register your purchase at www.luonto.com/warranty

How to proceed if you observe a defect

First and foremost, should you notice a manufacturing defect, it is important that you promptly notify the Authorized Retailer where your purchase was made. If it is impossible or impractical to notify your local retailer, please submit your claim to Luonto Furniture Inc. Customer Services. To exercise your rights under this warrant, you must submit the original sales receipt and delivery ticket when making a claim.

For your convenience, we have a Toll Free number: (888) 255 2951 or email our Customer Service department: customerservice@luonto.com

Warranty Coverage

Frames & Springs – 10 Years

Mechanisms – 2 Years

Cushion Cores, Pillow Inserts, Back Cushions, Back Pillows and Padding – 2 Years (1)

Sleeper Mechanisms – 2 Years

Sleeper Mattresses – 1 Year

Electrical Components, Motors, and Controls – 1 Year

Covering Fabric – 1 Year ⁽²⁾

Covering Leather – 1 Year ⁽³⁾

Details of Coverage

1. Warranted against loss of resilience under normal conditions. All cushions and pillows will naturally soften with normal use. This is not a material or manufacturing defect. Warranty does not cover any normal softening of cushion core, flattening of fiber top or loss of loft.
2. Warranted against seam slippage, fraying, and dye transfer. Except where intrinsic to natural characteristics of fabric (i.e. velvets, silks), warranted against nap loss and marking. All Customer's Own Material (COM) and merchandise subject to after-market protective treatments are excluded from warranty.
3. Warranted against splitting, seam slippage, and dye transfer. Nature's own characteristics such as wrinkling, marking, and variations in grain or color are not covered.

[View the Warranty Certificate](#)

Mattress Protector Warranty

Luonto Furniture proudly stands behind the quality of its products. We offer a comprehensive 10-year warranty from the date of purchase against defects in materials and workmanship under normal residential use. This warranty is non-transferrable and applies only to the original purchaser.

For your convenience, we have a Toll Free number: (888) 255 2951 or email our Customer Service department: customerservice@luonto.com

Proof of purchase and evidence of the defect may be required.

The customer is responsible for any shipping and handling fees associated with the warranty service.

Exclusions

1. Normal wear and tear or damage resulting from misuse, abuse, or accidents.
2. Commercial use, or products used in an environment not intended for residential purposes.
3. Damage due to improper cleaning methods or use of harsh chemicals.
4. Alterations or modifications made to the product by the customer or third parties.
5. Any damage to mattresses or other furniture not directly related to our products.

Limitations

In the unlikely event of a defect, Luonto Furniture will, at its discretion, repair or replace the affected product. This warranty does not cover incidental or consequential damages, such as loss of use. The duration of any implied warranties, such as merchantability or fitness for a particular purpose, is limited to the 10-year warranty period.

Please retain this warranty document and your original proof of purchase for the entire duration of the warranty period.

State Law Rights: This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

Disclaimer: Luonto Furniture is not liable for indirect, incidental, or consequential damages. Some states do not allow the exclusion or limitation of these damages, so this limitation may not apply to you.