

Consumer Limited Warranty

Homelegance, Inc. Limited Warranty period begins at the time the end-use consumer receives the product and expires 90 days thereafter. Consumer Limited Warranty provides coverage to original purchaser and does not apply to rental, commercial, business, institutional or other non-residential uses. Consumer Limited Warranty only provides warranty to products under normal indoor household use. Any improper care and use including, but not limited to, damage by the use of detergents, abrasives or other harsh cleaning agents automatically void Consumer Limited Warranty. As Homelegance, Inc. only provides services and warranties to its authorized retailers, consumers should discuss any Consumer Limited Warranty issue with the retailer they originally purchased the merchandise from.

CONSUMER WARRANTY ON UPHOLSTERED PRODUCTS:

Homelegance, Inc. provides 1-year limited warranty on upholstered products including chairs, love seats, sofas and certain accent pieces to the original purchaser. Warranty period starts from the date of purchase for 1 year and is Non-transferable. It covers residential use only, not commercial, rental or industrial use. The original bill of sale from the retailer where goods are purchased from is necessary for the fulfillment of the warranty.

- **Frame:** Homelegance, Inc. provides 1-year limited warranty to consumers on frames of upholstered chairs, love seats, sofas, ottomans and certain accent pieces from the date of purchase so consumers are care-free from manufacturer defects such as poor material, shaky structure/mechanism or significant deformation in appearance. Homelegance, Inc. will be responsible for reasonable and regular repair labor rate or provide replacement parts within 1 year from the date of purchase. The limited warranty applies only in normal usage condition and does not cover any misuse, abuse, or inadequate maintenance.
- **Leather:** Homelegance, Inc. provides 1-year limited warranty to consumers on leather from the date of purchase so customers are care-free from manufacturer defects such as cracking, peeling, dye transfer and seam slippage. Leather is like any natural product which has its own uniqueness and appearance. Therefore, as it only occurs in genuine leather, variations of shade and tone, such as scratches, notches or wrinkles, are considered normal rather than defective. Homelegance, Inc. will be responsible for reasonable and regular repair labor rate or provide replacement parts within 1 year from the date of purchase. However, the warranty does not cover any improper or unapproved cleaning methods, especially unauthorized chemicals. Also, misuse, abuse, or inadequate maintenance voids warranties.
- **Fabrics:** Homelegance, Inc. provides 1-year limited warranty to consumers on fabrics from the date of purchase against manufacturer defects such as fraying or seam slippage. The Limited Warranty does not cover fabric shrinkage, tears, color fastness, wear quality, snagging and peeling and voids when chemical or improper cleaning is performed. Homelegance, Inc. will be responsible for reasonable and regular repair labor rate or provide replacement parts within 1 year from the date of purchase. However, the warranty does not cover any improper or unapproved cleaning methods, especially unauthorized chemicals. Also, misuse, abuse, or inadequate maintenance voids warranties.
- **Cushioning & Sleeper Mattress:** Homelegance, Inc. provides 1-year limited warranty against loss of foam resiliency. All cushioning will naturally soften with normal use. This should be considered as normal wear and tear and not as a loss of resiliency or a manufacture defect. The Limited Warranty does not apply to conditions caused by physical damage, improper use or normal wear and tear after the original sale. Homelegance, Inc.'s obligation is limited to repair or replacement of any part covered under this warranty.

- **Sleeper & Recliner Mechanism:** Homelegance, Inc. provides 1-year limited warranty to consumers on sleeper and recliner mechanisms from the date of purchase so customers are care-free from manufacturer defects. Homelegance, Inc will be responsible for reasonable and regular repair labor rate or provide replacement parts within 1 year from the date of purchase. The limited warranty applies only in normal usage condition and does not cover any misuse, abuse, or inadequate maintenance.

CONSUMER WARRANTY ON MATTRESS:

Homelegance, Inc., in an effort to provide outstanding customer service, is proud to issue a non-prorated 10-year warranty for our quality line of mattresses. The warranty begins on the date the consumer purchases the mattress from their retailer and cannot transfer parties. Homelegance will repair or replace the defective mattress if a defect occurs within the warranty period.

• **Warranty coverage includes:**

- Defects or deterioration in the structure of the foam, including splitting or cracking, with normal use and proper handling.
- Body indentations and impressions of 1.5" or greater.
- Sagging – with proper support.
- Coils or wires protruding through the fabric.

• **Your mattress must be continuously and solidly supported by a foundation –which may include:**

- Wood slat platform – with spacing of no more than 4".
- Box spring foundation - new condition.
- Wire grid frames.
- Metal support slats and platforms.

• **Warranty does not cover:**

- Expected increase of softness due to normal usage including body indentations of less than 1.5".
- Expected decrease of foam recovery due to normal usage including body indentations of less than 1.5".
- Mattress fabric including, but not limited to: stains, tears and wear.
- Circumstances beyond the mattress itself (i.e. height of mattress on bed, linen fit, etc.).
- Mattress damage due to insufficient foundation support.
- Mattress decompressed for extended periods of time.
- Purchase through an unauthorized Homelegance retailer.

Improper usage will void the mattress warranty, and all other warranties expressed or implied. Warranty Claims will require documentation of defect, as defined above, to be presented to Homelegance within the warranty period.

