



As a Wholesale Distributor, Leather Italia USA accepts warranty claims ONLY from retail furniture stores and on-line furniture retailers recognized as Authorized Retail Dealers of Leather Italia USA.

In the event that a consumer has a warranty question, the consumer must contact the retailer from whom he/she originally purchased the product. The retailer, acting on behalf of the consumer, will contact the corporate office of Leather Italia USA. Leather Italia USA does not accept communication directly from a consumer.

The warranties listed herein are the only warranties honored by Leather Italia USA. Leather Italia USA is not affiliated with any warranties that the consumer elects to purchase through the retailer. It is the responsibility of the retailer to advise the consumer of the difference between a purchased warranty offered by the retailer, and the warranty offered by Leather Italia USA.

STATIONARY PRODUCT WARRANTY

5 Year Limited Warranty:

- Frame & Seat Suspension

2 Year Limited Warranty:

- Cushion Cores
- Foam Cushioning/Filling Materials

1 year Limited Warranty:

- Leather Covering
- Legs/Decorative Hardware
- Labor (Authorized Retail Dealer Only)

MOTION/RECLINING PRODUCT WARRANTY

2 Year Limited Warranty:

- Frame & Seat Suspension
- Cushion Cores
- Foam Cushioning/Filling Materials
- Reclining Mechanism and Springs

1 year Limited Warranty:

- Leather Covering
- Legs/Decorative Hardware
- Battery Pack / Motor
- Motion Operating Panel
- Labor (Authorized Retail Dealer Only)

WARRANTY LIMITATIONS

- The wearing quality, durability, shrinkage, wrinkling and stretching, and color fastness of leathers or fabrics.
- Any condition resulting from incorrect or inadequate maintenance, cleaning, or care.
- Any condition that results from anything other than normal residential wear, or from any use for which the product was not designed.
- Replacement products are warranted from date of purchase of the original product.

WARRANTY EXCLUSIONS

Leather Italia USA is not responsible for the following:

- Fading or discoloration of leather due to sunlight (direct or indirect) or body oils.
- Wear or any damage caused by animals.
- Pick-up and delivery charges for local repairs or inspections under the above warranty.
- Any condition resulting from the use of an aftermarket cleaning/conditioning product.
- Scuff marks, rub marks, scratches, and cuts occurring during transport or unpacking of product.
- Any product sold as "Showroom Samples", "Floor Samples", or sold "As-Is".
- Any product sold by an Authorized Retail Dealer going out of business or no longer in business.
- Any product that is not warranted between LI-USA and the Authorized Retail Dealer.



Limited Warranty - Stationary Products (Retail Consumers)

Refer to 'Claims Procedure for Retail Consumer'. All claims must be submitted directly to the authorized retail dealer from whom the product was originally purchased.

5 Year Limited Warranty:

Frame & Seat Suspension: Leather Italia USA warrants the *original retail consumer* against materials or workmanship provided it remains upholstered in the original covering and is used under normal conditions. Leather Italia USA will, at its discretion, replace the part that is defective. After the first year of use by the consumer, the frame warranty and seat suspension warranty covers replacement parts only and does not cover any associated labor or shipping costs.

2 Year Limited Warranty:

Cushion Cores: Leather Italia USA warrants the *original retail consumer* protection against defective materials or workmanship of the cushion cores, and abnormal loss of resiliency as long as the product remains upholstered in the original covering and is used under normal conditions. Some softening and flattening of the foam core and fiber/foam wraps should be expected and will not be considered defective. After the first year of use, the cushion core warranty covers replacement cores only and does not cover any associated labor or shipping costs.

Foam Cushioning & Filling Materials: Leather Italia USA warrants the *original retail consumer* protection against defective materials or workmanship of the inside back filler, padding, and other filling materials for a period of two years from the date of original date of purchase. The compression of certain filling materials with use is normal and should not be considered loss of resiliency, and will not be considered defective.

1 year Limited Warranty:

Leather Covering: Leather Italia USA warrants the leathers to be free from the following defects for one year when put to ordinary residential use: sewn-seam failure, excessive fading (excluding fading from direct or indirect sunlight), peeling (not caused by chemicals, applications, or spills).

Leather is a natural material sometimes providing unique features such as scratches, insect bites, healed scars, and other characteristics that are not considered manufacturing defects but rather nature's enhancements. Color variations occur normally within a hide, and from hide to hide, because no two hides are alike.

Legs & Decorative Hardware: Leather Italia USA warrants legs and decorative hardware of manufacturing defects for a period of one year from the date the product is originally purchased through an *authorized retail dealer* of Leather Italia USA.



Limited Warranty - Motion/Reclining Products (Retail Consumers)

Refer to 'Claims Procedures for Retail Consumer'". All claims must be submitted directly to the authorized retail dealer from whom the product was originally purchased.

2 Year Limited Warranty:

Frame & Seat Suspension: Leather Italia USA warrants the *original retail consumer* protection against materials or workmanship, for a period of two years from the date of original date of purchase, provided it remains upholstered in the original covering and is used under normal conditions. Leather Italia USA will, at its discretion, replace the part that is defective. After the first year of use by the consumer, the frame warranty and seat suspension warranty covers replacement parts only and does not cover any associated labor or shipping costs.

Cushion Cores: Leather Italia USA warrants the *original retail consumer* protection against abnormal loss of resiliency, for a period of two years from the date of original date of purchase, provided the remains upholstered in the original covering and is used under normal conditions. Some softening and flattening of the foam core and fiber/foam wraps should be expected and will not be considered defective. After the first year of use, the cushion core warranty covers replacement cores only and does not cover any associated labor or shipping costs.

Foam Cushioning & Filling Materials: Leather Italia USA warrants the *original retail consumer* protection against defective materials or workmanship of the inside back filler, padding, and other filling materials for a period of two years from the date of original date of purchase. The compression of certain filling materials with use is normal and should not be considered loss of resiliency, and will not be considered defective.

Reclining Mechanisms and Springs: Leather Italia USA warrants the *original retail consumer* protection against defective materials or workmanship for a period of 2 years from the original date of purchase, based on reasonable use. Leather Italia USA will, at its discretion, provide a replacement of the mechanism that is defective. After the first year of use by the consumer, the mechanism warranty covers replacement parts only and does not cover any associated labor or shipping costs.

1 year Limited Warranty:

Leather Covering: Leather Italia USA warrants the leathers to be free from the following defects for one year when put to ordinary residential use: sewn-seam failure, excessive fading (excluding fading from direct or indirect sunlight), peeling (not caused by chemicals, applications, or spills).

Leather is a natural material sometimes providing unique features such as scratches, insect bites, healed scars, and other characteristics that are not considered manufacturing defects but rather nature's enhancements. Color variations occur normally within a hide, and from hide to hide, as no two hides are alike.

Legs/Decorative Hardware: Leather Italia USA warrants the legs and decorative hardware of manufacturing defects for a period of one year from the date the product is originally purchased through an *authorized retail dealer* of Leather Italia USA.

Battery Pack/Motor: Leather Italia USA warrants the *original retail consumer* protection against defective materials or workmanship of the battery pack/motor for a period of one year from the original date of purchase based on reasonable use. Leather Italia USA will, at its discretion, provide a replacement of the battery pack/motor.

Motion Operating Panel: Leather Italia USA warrants the *original retail consumer* protection against defective materials or workmanship of the motion operating panel for a period of one year from the original date of purchase based on reasonable use. Leather Italia USA will, at its discretion, provide a replacement of the motion operating panel.

LIMITED WARRANTY

(AUTHORIZED RETAIL DEALERS)

GLOSSARY OF TERMS

Authorized Retail Dealer: An authorized retail dealer is any retail distributor, including brick-and-mortar stores and online retailers, recognized as a customer of Leather Italia USA.

Original Retail Consumer: A person (or persons) who purchase our product from a retail furniture company that is recognized as an authorized retail dealer of Leather Italia USA.

CLAIMS PROCEDURE FOR RETAIL CONSUMER

Leather Italia USA does not accept claims directly from consumers.

All retail consumers **MUST** submit warranty claims directly to the authorized retail dealer from whom the product was originally purchased. The following documentation must be included with the warranty claim:

- **Consumer's receipt** documenting the date of purchase from the authorized retail dealer. This proof of purchase must include the SKU number, model name, color and type of product, i.e. sofa, loveseat, chair, ottoman, or sectional.
Example: 1555-E2117-031081LV, Joplin Power Sofa (brown).
- **Photographs** of the product showing the defect. Specifically,
A full view of product straight on, and from an angle; and;
Close-up views of defect or damage.
- A **written description** of the defect or damage. Please include when the issue was first noticed, and an opinion on how it occurred.

The *authorized retail dealer* will submit the warranty claim to Leather Italia USA on behalf of the original retail consumer. Leather Italia USA will review the warranty claim and notify the *authorized retail dealer* of the findings in writing. It shall be the responsibility of the authorized retail dealer to notify the retail consumer of the decision made by Leather Italia USA.

General Limitations and Exclusions

This Warranty does not cover normal wear and tear, or damage resulting from negligence; abuse; commercial or contract use; conditions resulting from any use for which the product was not designed; tampering or alteration; accidents; pets; after-market protective treatments; staining or discoloration caused by non-manufacturer events.

Leather Italia USA reserves the right to amend or replace this Warranty document at any time.

All previous warranties are considered null and void.