This Limited Warranty will provide for the repair or replacement of your covered product. We will make every attempt to repair your product(s). We will make every attempt to repair your product(s). Upon receiving a claim covered by this Limited Warranty, we will provide repair advice and/or repair products to aid in stain removal or repair of the damage. If the stain or damage persists, you may receive a no charge in-home visit by a professional technician. If the technician determines that repairs must be made off-site, the damaged product will be removed and returned at no cost to you. If we are unable to repair your product, or where the cost for repair may exceed the current retail replacement value of your covered product, or replacement is required and either, parts, matching fabric or matching leathers needed for repair should become unavailable for your covered product, we may elect to pay you a cash settlement. The amount of the cash settlement shall not exceed the lesser of: the current retail cost of a replacement product of like kind and quality, or the retail purchase price paid for the original covered product. If a replacement selection is higher in value than the original it is your responsibility to pay for the difference in value. If a replacement selection is of lesser value, there will be no refund or credit given for the difference in value. Payment of a cash settlement will fulfill this Limited Warranty in its entirety and will cancel and discharge all further obligations under this Limited Warranty, where allowed by law. However, if a cash settlement is provided for a product(s) that is a part of a matching set, coverage will still be in effect for the other matching pieces for the remainder of the coverage period. The amount of the cash settlement is determined by us, which is based on the current replacement cost of the covered product, the age of the covered product and a one (1) percent depreciation factor per month beginning on the date you purchased your product. If the event your Limited Warranty covers more than one product that was sold as a set, coverage under the cash settlement option shall be limited to the individual damaged item within the set. This Limited Warranty only covers the product(s) listed on the sales receipt. We will not replace matching pieces of product(s) that are not damaged or otherwise not eligible for coverage under this Limited Warranty (except for sections, dining table and chairs, when necessary). If we replace your covered product, the original product will become our property. Products that are replaced under this Limited Warranty are no longer covered by this Limited Warranty (this does not include matching pieces of a covered product(s) that were not damaged). You may purchase another Limited Warranty for such replaced product(s) to cover those product(s) if the replaced product(s) are not a part of a matching set.

**YOUR OBLIGATIONS PRIOR TO RECEIVING SERVICE UNDER THIS LIMITED WARRANTY:** Proof of Purchase: Each time that you request service as provided by this Limited Warranty, you must make available for inspection by the Administrator a copy of this Limited Warranty, along with the original dated invoice and/or cash register receipt that clearly indicates your purchase of this Limited Warranty, and the product to be covered by this Limited Warranty. These documents will confirm your eligibility to receive service under this Limited Warranty. This Limited Warranty, together with your sales receipt or other proof of purchase of the product(s), shall collectively constitute the entire Limited Warranty relating to your coverage. Your sales receipt describes the covered Product(s) and the duration of the Limited Warranty. This Limited Warranty is not a maintenance or cleaning contract. In order to receive coverage under this Limited Warranty, you must have maintained your product as recommended by the manufacturer or using our approved recommended product(s). Any variation from the manufacturer’s or our recommended maintenance plan may cause your claim to be denied.

No Need to Register
Your Warranty, It Has Been Done For You

IF YOU NEED SERVICE
Call Warranty Service at (866) 255-0347
Monday - Friday
8:00 am - 9:00 pm
and Saturday
9:00 am - 5:00 pm – EST
or to file a claim online, 24 hours a day, please visit our website at www.warrantyservice.com

within fifteen (15) days from the date you discovered the damage.

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**DEFINITIONS:** Throughout this Limited Warranty the words “you” and “your” refer to the purchaser of this Limited Warranty as shown on the invoice and/or cash register receipt; “we,” “us,” “our” refer to the company obligated under this Limited Warranty as referenced in Obligor section of this Limited Warranty; (3) “administrator” refers to the entity that is responsible for the administration of the Limited Warranty as referenced in the Administrator section of this Limited Warranty; The Administrator of this Limited Warranty is UNITERS North America, LLC, P.O. Box 10909, West Palm Beach, FL 33419; (4) “product” refers to furniture sold and used for residential purposes (personal, family or household use) that is constructed of constructed of upholstered fabric, microfiber, leather, vinyl, wood, glass, laminates metal and stone that is purchased concurrently with this Limited Warranty; (5) “retailer” indicates the store or outlet where you purchased the product(s) and this Limited Warranty.

**FURNITURE COVERED BY THIS WARRANTY**

- Residential furniture ONLY with purchase of a UNITERS North America Product. This Limited Warranty, together with your sales receipt or other proof of purchase of the product(s), shall collectively constitute the entire Limited Warranty relating to your coverage. Your sales receipt describes the covered Product(s) and the duration of the Limited Warranty.

**COVERAGE:** Five (5) years from the date you take delivery of your new furniture with Our warranted product subject to all the terms and conditions herein, this “Limited Warranty” provides you coverage for stains and/or damage resulting from:

- **WARRANTY COVERAGE:** On Fabric, Microfiber, A & P Leather, Vinyl, Wood, Glass, Laminates, Metal and Stone
- **Accidental Damage:**
  - All accidental stains (excluding accumulations);
  - Accidental rips, tears, burns, and punctures;
  - Accidental scratch, gouge, chip, or dent that penetrate the top coat of hard surface finish; and
  - Water or Beverage Marks or Rings.
- **Structural Failure:**
  - A structural or component failure due to defect in materials and workmanship during normal residential use that results in the breakdown of frames, glass, mirrors, mechanisms, welds, swivel bases, recliner handles and assembled joints and includes component mechanical and electrical failures such as defective motors, massageers, vibrating units and heaters;
  - Checking cracking, bubbling or peeling of the coating of finish on hard surfaces;
  - Seam and stitching separation; zippers, buttons and tufted buttons;
  - Water by seeping or soaking;
  - Soiling by perspiration, perspiration, sweat, or any other means;
  - Accidental rips, tears, burns, and punctures;
  - Checking, cracking, bubbling or peeling of the coating of finish on hard surfaces; and
  - Checking cracking, bubbling or peeling of the coating of finish on hard surfaces.

**THE LIMITED WARRANTY:** In return for your purchase of this Limited Warranty, we agree to provide the benefits stated herein described below. THIS LIMITED WARRANTY IS INCLUSIVE OF THE MANUFACTURER’S WARRANTY; IT DOES NOT REPLACE THE MANUFACTURER’S WARRANTY, BUT PROVIDES CERTAIN ADDITIONAL BENEFITS DURING THE TERM OF THE MANUFACTURER’S WARRANTY. LOSSES COVERED DURING THE MANUFACTURER’S WARRANTY PERIOD ARE NOT COVERED UNDER THIS LIMITED WARRANTY AND ARE THE RESPONSIBILITY OF THE MANUFACTURER.

This Limited Warranty will provide for the repair or replacement of your covered product. We will make every attempt to repair your product(s). We will make every attempt to repair your product(s). Upon receiving a claim covered by this Limited Warranty, we will provide repair advice and/or repair products to aid in stain removal or repair of the damage. If the stain or damage persists, you may receive a no charge in-home visit by a professional technician. If the technician determines that repairs must be made off-site, the damaged product will be removed and returned at no cost to you. If we are unable to repair your product, or where the cost for repair may exceed the current retail replacement value of your covered product, or replacement is required and either, parts, matching fabric or matching leathers needed for repair should become unavailable for your covered product, we may elect to pay you a cash settlement. The amount of the cash settlement shall not exceed the lesser of: the current retail cost of a replacement product of like kind and quality, or the retail purchase price paid for the original covered product. If a replacement selection is higher in value than the original it is your responsibility to pay for the difference in value. If a replacement selection is of lesser value, there will be no refund or credit given for the difference in value. Payment of a cash settlement will fulfill this Limited Warranty in its entirety and will cancel and discharge all further obligations under this Limited Warranty, where allowed by law. However, if a cash settlement is provided for a product(s) that is a part of a matching set, coverage will still be in effect for the other matching pieces for the remainder of the coverage period. The amount of the cash settlement is determined by us, which is based on the current replacement cost of the covered product, the age of the covered product and a one (1) percent depreciation factor per month beginning on the date you purchased your product. If the event your Limited Warranty covers more than one product that was sold as a set, coverage under the cash settlement option shall be limited to the individual damaged item within the set. This Limited Warranty only covers the product(s) listed on the sales receipt. We will not replace matching pieces of product(s) that are not damaged or otherwise not eligible for coverage under this Limited Warranty (except for sections, dining table and chairs, when necessary). If we replace your covered product, the original product will become our property. Products that are replaced under this Limited Warranty are no longer covered by this Limited Warranty (this does not include matching pieces of a covered product(s) that were not damaged). You may purchase another Limited Warranty for such replaced product(s) to cover those product(s) if the replaced product(s) are not a part of a matching set.

**YOUR OBLIGATIONS PRIOR TO RECEIVING SERVICE UNDER THIS LIMITED WARRANTY:** Proof of Purchase: Each time that you request service as provided by this Limited Warranty, you must make available for inspection by the Administrator a copy of this Limited Warranty, along with the original dated invoice and/or cash register receipt that clearly indicates your purchase of this Limited Warranty, and the product to be covered by this Limited Warranty. These documents will confirm your eligibility to receive service under this Limited Warranty. This Limited Warranty, together with your sales receipt or other proof of purchase of the product(s), shall collectively constitute the entire Limited Warranty relating to your coverage. Your sales receipt describes the covered Product(s) and the duration of the Limited Warranty. This Limited Warranty is not a maintenance or cleaning contract. In order to receive coverage under this Limited Warranty, you must have maintained your product as recommended by the manufacturer or using our approved recommended product(s). Any variation from the manufacturer’s or our recommended maintenance plan may cause your claim to be denied.
THIS LIMITED WARRANTY COVERAGE DOES NOT COVER:

- damaged caused by improper cleaning methods or improper cleaning materials;
- damage caused by the application of topical treatments that damages the product(s);
- damage resulting from cleaning methods or products other than those recommended by us and/or the product manufacturer;
- damage caused by failure to comply with the manufacturer’s warranty;
- any costs or damage from repair and/or cleaning by anyone without written authorization from us;
- damage caused by service or maintenance personnel on non-reported issues;
- damage caused by transit, delivery, redelivery, product(s) being moved between residences or into or out of storage or movement, including damage caused by packing or unpacking of the covered product;
- damage to product by incontinence, mold or mildew; fading, color loss, discoloration;
- any manufacturer recall;
- windings, wrappings or bindings on rattan, bamboo, wicker furniture, nor coverage on rattan, bamboo, wicker or other furniture used outdoors, plastic ready to assemble product(s);
- inherent design defects including, but not limited to, natural inconsistencies in wood grains, wood stains, dust corrosion, “K” coded fabrics, non-colorfast fabric, delamination of microfiber;
- mattresses, except for futon covers and/or cushions;
- accumulation of dirt and debris due to the failure to care for or the improper care of your product;
- wear and tear to fabrics and leathers, such as accumulated soiling from everyday use including body oil, hair oil, perspiration, darkened body contact areas;
- leather scratches; cracking and/or peeling of leather; splitting of bicast, bycast or bonded leather; suede or nubuck;
- natural flaws, manufacturer’s defects of leather or upholstery; odors; pet damage from teeth, beaks, or claws;
- showroom-displayed products; products sold that are stained and/or damaged at the time of purchase;
- products used for commercial or institutional purposes, home day care, rental purposes or products sold “as-is” “pre-owned”, rental or non-residential furniture;
- service, maintenance, repair, or replacement necessitated by any loss of use or stain or damage resulting from any cause other than normal usage, such as, but not limited to, rips or tears caused by structural problems or mechanical failure, loss of use or stains or damage due to misuse, abuse, unauthorized repair by others, collision with any other object, loss or stain or damage resulting from failure to provide manufacturer’s recommended maintenance or inspection, add-on products or accessories, attachments, corrosion, appliance malfunction, insect infestation, damage or stains caused by Acts of God, terrorism, fire, flood, water, windstorm, hail, earthquake, smoke, or other heat source, exposure to the cold, theft, negligence, riot, or any other peril; special, indirect, incidental, or consequential damages whether in contract, tort, or negligence; preventive maintenance;
- claims arising from any breach of implied or expressed warranty of merchantability or fitness of the product(s) from the manufacturer; initial installation, assembly or hookup of your product(s);
- removal and reinstallation, except as determined by us; any circumstances for any indirect, consequential or incidental damages, including loss or damage to person or property, arising from the use of, or inability to use, or from the repair or replacement of the product(s); crushing, minor scratching, unreasonably excessive loads leading to breakage of structural components; products no longer in your possession.

WHAT YOU MUST DO: You must perform maintenance, minor adjustments and periodic inspections as explained in the product manufacturer’s owner’s manual. Should your covered product become damaged, you must submit a claim for coverage within fifteen (15) days from the date you discovered the damage. You are to take the necessary steps to protect your product against any further stain or damage. Non-technical cleaning to provide a normal operating environment as described in the manufacturer’s instruction manual for the covered product(s) is your responsibility.

RENUEALS: This Limited Warranty is not renewable.

TRANSFER: This Limited Warranty is not transferable.

IMPORTANT INFORMATION

If you do not cooperate with the reasonable requests of UNITER S North America, LLC., this Limited Warranty becomes void. A failure to exercise rights by Us does not waive those rights. We do not assume responsibility for statements or damage by technicians, or any other person or entity. Any provision contained herein which is found to be contrary to applicable laws shall be deemed null and void and the remaining provisions shall continue in full force and effect. Any controversy or claim for damages arising out of, or relating to this Limited Warranty, shall be settled by arbitration but specifically excludes class action arbitration administered by the American Arbitration Association in accordance with its Commercial Arbitration rules, and judgment on the award rendered by the arbitration may be entered in any court having jurisdiction thereof. THE OBLIGATIONS OF UNITER S NORTH AMERICA, LLC. UNDER THIS LIMITED WARRANTY ARE LIMITED TO REMOVING STAINS, REPAIRING OR REPLACING FURNITURE AND WE DO NOT MAKE ANY OTHER EXPRESSED OR IMPLIED WARRANTIES AND SHALL NOT BE LIABLE FOR ANY CONSEQUENTIAL OR INDIRECT DAMAGES WHATSOEVER. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INDIRECT OR CONSEQUENTIAL DAMAGES AND THIS LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU. THIS LIMITED WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS; YOU MAY ALSO HAVE OTHER RIGHTS THAT VARY FROM STATE TO STATE. Fraud results in higher costs to the consumer and is illegal. It is Our policy to deny service and/or prosecute individuals that submit fraudulent claims. UNITER S North America, LLC., Warranty Service Department, P.O. Box 10809, West Palm Beach, FL 33419.