

# IMPERIAL WOODCRAFT, WARRANTY



## Frames

A Limited Lifetime Warranty applies to the original retail purchaser, on all frames manufactured by Imperial Woodcraft. This warrants these components to be free from material and manufacturing defects. Lifetime means the normal useful life of the product. Imperial Woodcraft will pay, within one year from the date of purchase, reasonable and customary labor rates to repair or replace the defective parts, or a repair center designated by the Customer Service Department of Imperial Woodcraft, with no charge to the original retail purchaser. After one year from the date of purchase, the frame warranty covers replacement parts only, and the original retail purchaser will be responsible for labor, packing, and all shipping and transportation costs.

## Springs

Imperial Woodcraft warrants for 5 Years, the spring/suspension systems, to the original retail purchaser, for five years from the date of purchase, against spring failure caused by material defect or pulling loose from the frame.

## Upholstery

Imperial Woodcraft warrants for 1 Year to you, the original retail purchaser, for a period of one year from the date of purchase, all upholstered fabrics against seam slippage, fraying, and dye transfers. This warranty does not cover tears, flattening of nap, pilling, fading, or shrinking and is not valid when heavy soiling or abuse is evident. This warranty also does not cover improper or unapproved cleaning methods, fading or other damages resulting from exposure to sunlight, damages resulting from humidity, or damages resulting from any liquid, including but not limited to alcohol and water. CAUTION: Any use of improper or unapproved cleaning methods voids all warranties of Imperial Woodcraft.

Leather is a natural product, and, as such, each hide will reflect its own individuality. Some variations of shade and tone are to be expected as are the nicks, scratches, and wrinkles that only occur in genuine leather; these characteristics are in no way to be considered a defect.

## Cushioning

Imperial Woodcraft warrants for 1 Year, all seat cushion foam will soften with normal use and will conform to the shape of the user. This shall be considered normal wear, and shall not be considered a loss of resiliency or a material manufacturing defect. Within one year from the date of purchase, Imperial Woodcraft will replace, for the original retail purchaser only, a cushion that has material manufacturing defects, provided that the original retail purchaser follows the Claim Procedure and returns the defective product to Imperial Woodcraft, with the product and other information required under the Claim Procedure set forth in these Limited Warranties. With respect to a cushion in a seat which is attached to the product.

## Finishes and other Components

Imperial Woodcraft warrants for 1 Year, all finishes and other parts, components, and other furniture products not specifically included in the above Limited Warranties, including but not limited to chairs, occasional tables, are warranted by Imperial Woodcraft to you, the original retail purchaser, for one year from the date of purchase, to be free from material manufacturing defects.

## LIMITATIONS AND EXCEPTIONS

Under these Limited Warranties, the sole liability of Imperial Woodcraft is limited to repair, or at its option, replacement. Imperial Woodcraft will pay, within one year from the date of purchase, reasonable and customary labor rates to repair or replace the defective parts, or a repair center approved by the Customer Service Department of Imperial Woodcraft, at no charge to the original retail purchaser. After one year from the date of purchase, the spring/suspension systems warranty covers replacement parts only, and the original retail purchaser will be responsible for labor, packing, and all shipping and transportation costs.

## All Products

These Limited Warranties provide coverage to the original purchaser. These Limited Warranties do not apply to merchandise that was, at any time, used as a floor sample or display model, any merchandise purchased "as is" or second-hand, any merchandise purchased at a distress sale or a "going-out of business" type of sale, or any merchandise purchased from a liquidator. All warranties, whether express or implied, cover only normal usage. No warranty, express or implied, applies to any condition resulting from misuse, abuse, delivery or transportation damage, nor any condition resulting from incorrect or inadequate maintenance, cleaning or care.

## Chemical Treatments

These Limited Warranties do not cover damages or defects caused by use of chemical treatments or protective coatings on the finish, leather, or upholstered fabric by the retailer or the original retail purchaser, and any such chemical treatments or protective coatings voids all warranties of Imperial Woodcraft.

## Modifications to Products

These Limited Warranties do not apply to any products that have been altered by any person, dealer, or company without the express written authorization of Imperial Woodcraft.

## DISCLAIMER

NO OTHER EXPRESS WARRANTY HAS BEEN MADE OR WILL BE MADE ON BEHALF OF IMPERIAL WOODCRAFT WITH RESPECT TO THE FURNITURE AND ITS PARTS, OR THE OPERATION, REPAIR, OR REPLACEMENT OF THE FURNITURE AND ITS PARTS. FURTHERMORE, NO REPRESENTATIVE OF IMPERIAL WOODCRAFT OR ITS DISTRIBUTORS OR RETAILERS IS AUTHORIZED TO MAKE ANY CHANGES OR MODIFICATIONS TO THESE LIMITED WARRANTIES.

SOME RETAILERS OFFER EXTENDED OR ADDITIONAL WARRANTIES, INCLUDING BUT NOT LIMITED TO EXTENDED OR ADDITIONAL FABRIC WARRANTIES, EITHER FROM THE RETAILER OR THROUGH A THIRD-PARTY. IMPERIAL WOODCRAFT SHALL NOT BE LIABLE UNDER ANY EXTENDED OR ADDITIONAL WARRANTIES OFFERED BY ANY RETAILER OR THROUGH A THIRD-PARTY.

IN NO EVENT SHALL IMPERIAL WOODCRAFT BE RESPONSIBLE FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES, SUCH AS LOSS OF USE, INCONVENIENCE, LOSS OR DAMAGE TO PERSONAL PROPERTY, WHETHER INDIRECT OR DIRECT, AND WHETHER ARISING IN CONTRACT OR TORT. IN NO EVENT SHALL IMPERIAL WOODCRAFT RESPONSIBILITY EXCEEDS THE PURCHASE PRICE OF THE PRODUCT OR ITS REPLACEMENT.

SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

This warranty gives you specific legal rights, and you may also have other rights that vary from state to state.

## REMEDY AND CLAIM PROCEDURE

### Remedy

Under these Limited Warranties, Imperial Woodcraft's exclusive obligation during the applicable warranty period is to repair or replace, at its option, any part or parts found, upon examination by an authorized manufacturer's representative of Imperial Woodcraft, to contain a material manufacturing defect. For all of its products, Imperial Woodcraft will pay, within one year from the date of purchase by the original retail purchaser, reasonable and customary labor rates to repair or replace the defective parts, or a repair center designated by the Customer Service Department of Imperial Woodcraft, at no charge to the original retail purchaser. The original retail purchaser will be responsible for labor, packing, and all shipping and transportation costs.

If within the warranty period, identical materials are unavailable at the time of repair or replacement, Imperial Woodcraft reserves the right to substitute materials of equal or better quality. Replacement fabrics may vary in color from the original due to dye lot differences.

**Any item repaired or replaced under these Limited Warranties will be covered by the Limited Warranties for the remainder of the original warranty period only.**

### Claim Procedure

If a problem should arise which you feel is covered by our Limited Warranties, contact the Imperial Woodcraft authorized retailer from whom you purchased your furniture. The original bill of sale is necessary for the fulfillment of the warranty. Please make sure any claim for warranty service is accompanied by the necessary information to satisfy the warranty requirements. If necessary, the retailer will contact Imperial Woodcraft to establish service. If the problem can be easily corrected, Imperial Woodcraft will authorize the retailer to make those repairs. Imperial Woodcraft reserves the right to require defective parts be returned upon request.

Imperial Woodcraft is not responsible for scheduling or the cost of transporting your furniture from your home to the retailer or from the retailer to your home. You must make those arrangements with the retailer. If you or the retailer have moved and you need service, contact Imperial Office Seating in writing or call our Customer Service number.

