

LIMITED WARRANTY POLICY

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, must be pre-approved)

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
- Motor / Transformer
- Motion Operating Panel
- Labor (Authorized Retail Dealer only, must be pre-approved)

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.
- Freight charges for warranty returns/replacement products are at no charge to the dealer for a period of one year from the original shipment date provided it was sent on a preferred carrier that Leather Italia USA has a free astray contract with. If the dealer selects a secondary carrier that Leather Italia USA does not have a free astray agreement with, they will be liable for all freight charges associated with warranty return/replacement products.
- If the original shipment date to the dealer from Leather Italia USA is more than one year prior to the date of the warranty claim, the dealer will be liable for all freight charges associated with the warranty return/replacement products.
- Return Authorizations issued for products under warranty are valid for 60 days. If the damaged product is not returned to Leather Italia USA within 60 days the Return Authorization will be cancelled and the dealer will be responsible for the original invoice or Replacement Order invoice (if applicable).

WARRANTY EXCLUSIONS

- Fading or discoloration of leather due to sunlight (direct or indirect), reaction to hair products, body oils or any other chemical based substances.
- Wear or any damage caused by animals.
- Any condition resulting from the use of aftermarket cleaning/conditioning products, reaction to hair products, body oils or any other chemical based substances.
- Scuff marks, rub marks, scratches, cuts or other damage occurring in transit, during delivery or unpacking of product.
- Should damage occur in transit, it is the dealer's responsibility to file a claim directly with the freight carrier. Leather Italia USA assumes no responsibility for damages occurring in transit and will not repair or replace these damaged products under warranty.

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WARRANTY EXCLUSIONS (continued)

- Pick-up and delivery charges for local repairs or inspections under the above warranty.
- Any secondary labor charges associated with a product repair or return performed under warranty.
- 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.

WARRANTY EXCLUSIONS OF SPECIAL PRICING AGREEMENTS

In the event that the authorized retail dealer has entered into a written agreement to receive discounted pricing from Leather Italia USA in exchange for no returns and/or parts at no charge. Leather Italia USA will not accept warranty claims from said dealer and all Leather Italia USA warranties are considered null and void under such special pricing discount agreements.

LIMITED WARRANTY POLICY

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 Leather Italia USA product from a retail furniture company that is recognized as an authorized retail dealer of Leather Italia USA.

Frame & Seat Suspension - 5 year Limited Warranty stationary/2 year Limited Warranty motion/reclining

Leather Italia USA warrants our authorized retail dealer 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.

Cushion Cores - 2 year Limited Warranty – stationary and motion products

Leather Italia USA warrants our authorized retail dealer protection against defective materials or workmanship of the cushion cores, and abnormal loss of resiliency provided 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 by the consumer, the cushion core warranty covers replacement cores only and does not cover any associated labor or shipping costs.

Foam Cushioning & Filling Materials - 2 year Limited Warranty – stationary and motion products

Leather Italia USA warrants our authorized retail dealer protection against defective materials or workmanship of the inside back filler, padding and other filling materials. The compression of certain filling materials with use is normal and should not be considered loss of resiliency and will not be considered defective. After the first year of use by the consumer, the foam cushioning & filling materials warranty covers replacement foam and filling material only and does not cover any associated labor or shipping costs.

Reclining Mechanisms and Springs - 2 year Limited Warranty – stationary and motion products

Leather Italia USA warrants our authorized retail dealer protection against defective materials or workmanship 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.

Leather Covering - 1 year Limited Warranty – stationary and motion products

Leather Italia USA warrants the leathers to be free from the following defects 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. These variations are not considered manufacturing defects.*

Legs & Decorative Hardware - 1 year Limited Warranty – stationary and motion products

Leather Italia USA warrants legs and decorative hardware against defective materials or workmanship for a period of one year from the date the product is shipped to our authorized retail dealer as defined by the Leather Italia USA invoice.

Motor/Transformer - 1 year Limited Warranty – stationary and motion products

Leather Italia USA warrants our authorized retail dealer protection against defective materials or workmanship of the motor/transformer based on reasonable use. Leather Italia USA will, at its discretion, provide a replacement of the motor/transformer.

Motion Operating Panel - 1 year Limited Warranty – stationary and motion products

Leather Italia USA warrants our authorized retail dealer protection against defective materials or workmanship of the motion operating panel based on reasonable use. Leather Italia USA will, at its discretion, provide a replacement of the motion operating panel.

Labor - 1 year Limited Warranty – stationary and motion products – MUST BE PRE-APPROVED

The cost of labor associated with a repair or part replacement MUST be pre-approved by Leather Italia USA before such labor is performed by the authorized retail dealer. Without written pre-approval from Leather Italia USA, no reimbursement of cost will be given to the authorized retail dealer. Under these requirements, Leather Italia USA covers labor costs for a period of one year from the date the product is shipped to our authorized retail dealer as documented by the Leather Italia USA invoice.