

## ASHLEY FURNITURE INDUSTRIES - WARRANTY INFORMATION

The following Limited Warranties are given only to the original retail purchaser, subject to all the terms and conditions below. These Limited Warranties are non-transferable: Ashley Furniture Industries, Inc. ("Ashley"), subject to all the limitations and exclusions described in these Limited Warranties, warrants the following Ashley products and parts against material manufacturing defects for the duration set forth next to that product or part in the table below.

### LIMITED LIFETIME WARRANTY\*

- Frames used in upholstered and leather products

### FIVE (5) YEAR LIMITED WARRANTY

- Springs and webbed seating system
- Recliner mechanisms

### THREE (3) YEAR LIMITED WARRANTY

- Sleeper mechanisms
- Sleeper mattresses\*\* (Pro-rated)

### ONE (1) YEAR LIMITED WARRANTY

- Cushioning\*\*\*
- Leather and upholstery fabric\*\*\*\*
- Finishes and all other furniture products (Finishes and all other Furniture Products means all finishes and other parts, components, and other furniture products not specifically included in the above Limited Warranties, including but not limited to dining room tables, chairs, occasional tables, beds, dressers, sleeper mattresses, marble tops, granite tops, desks, curio cabinets, china cabinets, buffets, entertainment centers, lamps, electrical components (other than light bulbs), recliner pull cords and handles incorporated into any furniture product.)

\*As used in these Limited Warranties, "lifetime" means the normal useful life of the product under reasonable use.

\*\*After the first year of use, Ashley will replace the sleep mattress on the following prorated basis: more than 1 but less than 2 years of use, 90% of the cost of the replacement is covered; more than 2 years but less than 3 years of use, 80% of the cost of the replacement is covered.

\*\*\*All seat cushion cores in both Unattached Cushioning and Attached Cushioning 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.

\*\*\*\*The Leather and Upholstery Fabric Limited Warranty also includes seam slippage, cracking and dye transfers.

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. These Limited Warranties do not cover tears, flattening of nap, pilling, fading or shrinking and is not valid when heavy soiling or abuse is evident. These Limited Warranties also do not cover protective finishes, velvets and velvet types, since by their very natures, these fabrics are of soft texture and will crush, shade and mark more readily than most fabrics- these characteristics are in no way to be considered defects.



## LIMITATIONS AND EXCEPTIONS

The following limitation and exceptions apply to the Limited Warranties:

### Remedy

Under these Limited Warranties, for all of its products other than an Unattached Cushion (as defined in the topical heading "Cushioning"), the sole liability of Ashley is limited to repair, or at its option, replacement of the applicable product or part not in conformity with these Limited Warranties. REFUNDS ARE NOT AVAILABLE. If within the warranty period, identical materials are unavailable at the time of repair or replacement, Ashley 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.

In addition, during the period of any applicable Labor Coverage, Ashley will pay, within one year from the date of purchase, reasonable and customary labor rates to repair or replace the defective parts (at Ashley's option) and shipping costs from the retailer to and from Ashley, at no charge to the original retail purchaser. After the expiration of the Labor Coverage or for all products or parts not covered by Labor Coverage, the original retail purchaser will be responsible for labor, packing, and all shipping and transportation costs. The costs associated with transporting the furniture or parts from your home to the retailer or from the retailer to your home are excluded from all Limited Warranties.

For Unattached Cushions with a material manufacturing defect, Ashley will replace the defective Unattached Cushion provided that the original retail purchaser during the warranty period (i) complies with the Claim Procedure set forth in these Limited Warranties and (ii) if requested by Ashley, returns the defective cushion core contained within an Unattached Cushion to Ashley Furniture Industries, Inc., Attn: Director of Quality, One Ashley Way, Arcadia, WI 54612. The remedy specified in this paragraph is Ashley's sole liability related to Unattached Cushions.

**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.**