

PALLISER FURNITURE - WARRANTY INFORMATION

Pro-rated warranties reference the cost of parts covered by Palliser® in the event of a claim. On a five (5) year pro-rated warranty, Palliser will cover 100% of the cost of parts and labor in year one (1). Palliser will cover 80% of the cost of parts only in year two (2), 60% of the cost of parts only in year three (3), 40% of the cost of parts only in year four (4) and 20% of the cost of parts only in year five (5). In each case, with the exception of the first year, the original retail consumer will be responsible to pay the balance of the cost of parts.

THIS WARRANTY DOES NOT COVER THE FOLLOWING:

- Rental, business, commercial, institutional or other non-residential uses.
- Products purchased "AS IS", second-hand or as Final Sale.
- Products purchased from distressed or liquidation sales.
- Products deemed misused, mishandled, altered, abused.
- Any condition resulting from unusual usage.
- Inadequate maintenance, cleaning or care.

MAKING A CLAIM

To make a warranty claim or to inquire about concerns with your Palliser product, please contact the authorized Palliser retailer from where the original purchase was made.

When making a claim under this warranty, proof of purchase with the original bill of sale and the product serial number are required. Should these not be available, Palliser reserves the right to deny claim. Palliser reserves the right to request photo verification and/or the return of defective parts to its factory.

PARTS WARRANTY – COVERAGE AND LIMITATIONS

Cover Material – The Palliser warranty does not cover any damages due to improper use, excessive soiling, improper or unapproved cleaning methods (see Product Care for details), chemical treatments, exposure to direct sunlight or colour fading. These instances will void the warranty.

Leather – Five (5) year pro-rated warranty – The Palliser warranty covers against seam slippage, tearing, splitting, cracking and dye transfers from the product. Leather is a natural material and, as such, each hide reflects its own characteristics. On average, four to five hides are used on most Palliser sofas.

Variations in shade, grain, texture, patterns of original hair follicles, healed scars, brands, neck growth marks, nicks, scratches and wrinkles are a characteristic of leather and are not considered defects.

Bonded Leather – One (1) year warranty

Vinyl and Fabric – One (1) year warranty – The Palliser warranty covers against seam slippage, fraying or dye transfers from the product. The Palliser warranty does not cover tearing, pilling, shrinking or fibre migration.

Flattening of nap on velvet or high pile chenille and microfiber are inherent characteristics of soft plush fabric and are in no way considered manufacturer's defects.

Frames, Springs or Webbing – Ten (10) year warranty – Wood frames, springs, coils or webbing carry a ten (10) year warranty against breakage. Springs, coils or webbing are covered for breakage due to metal fatigue or pulling loose from wood frames. Metal frames are warranted against breakage for a period of two (2) years under normal household use.



Motion Reclining Mechanisms – Seven (7) year warranty – Reclining mechanisms are warranted against material and manufacturing defects. Warranty is limited to suppliers availability of parts.

Sofa Bed Mechanisms and Sofa Bed Mattresses – Two (2) year warranty – Sofa bed mechanisms and sofa bed mattresses are warranted against material and manufacturing defects.

My Comfort Sleeper Mechanism – Five (5) year warranty – My Comfort Sleeper mechanisms are warranted against material and manufacturing defects.

My Comfort Sleeper Mattress – Three (3) year warranty – My Comfort Sleeper mattresses are warranted against material and manufacturing defects.

Seat Cushion Foam and Fibre-filled Components – Five (5) year pro-rated warranty – Seat cushions are warranted against collapsing. All cushions will soften with use and will conform to the shape of the user. This softening is considered normal wear and is in no way considered a manufacturer's defect. Fiber-filled seat cushion tops, backs and arms will flatten with prolonged use. This is inherent to the design of fiber-filled and fiber-wrapped products. Regular fluffing will prevent internal fibers from matting and help to prolong the vibrancy of these products.

Electronic Components – One (1) year warranty – Electronics are warranted against manufacturing defects.

LABOR WARRANTY – COVERAGE AND LIMITATIONS

Palliser offers a one (1) year warranty for labor and workmanship applying to all upholstered furniture manufactured by Palliser. Palliser products are warranted to the original retail consumer, to be free from manufacturing and parts defects. The warranty takes effect from the date of delivery to the original retail consumer.

Within one (1) year from the date of delivery, Palliser will pay, at no charge to the original retail consumer, customary labor rates to repair or replace the defective parts. Under this warranty, the sole liability of Palliser is limited to repair, or at its sole option, parts replacement. Should there be service required under the warranty then the initial service inspection will be covered by Palliser. Palliser will not be responsible for any transportation costs. For clarity, should inspection deem that no repair is necessary then initial service fee will be payable by end consumer to the third party. After one (1) year, the original retail consumer will be responsible for all costs related to labor. See Parts Warranty above for details.

The term "defect" as it is used in this warranty is defined as a flaw or deficiency that affects the intended use for which the product was manufactured.

The Palliser warranty provides coverage to the original retail consumer only where the purchase has been made from an authorized retailer of Palliser and therefore is nontransferable to any second or third party.

The special Palliser identity tags found on your product are your guarantee of the quality and authenticity of your Palliser product. Removal or attempted removal of such tags will void this warranty.