

SMITH BROTHERS- WARRANTY

If you are experiencing a problem with your furniture, simply notify your local dealer. Smith Brothers will repair any problems that fall under our warranty (below) at no charge to you. Depending on your location and the age of your furniture, your local dealer may require nominal charges for pickup, shipment, and re-delivery.

FURNITURE WARRANTY

- Frames: Smith Brothers of Berne warrants all frames against warping or breakage for the lifetime of the product.
- Spring Units: Smith Brothers of Berne warrants all pre-engineered seat spring coil units against failure and loss of resiliency for the lifetime of the product.
- Seat Foam Cores: Smith Brothers of Berne warrants all seat foam cores against loss of resiliency for the lifetime of the product. The seat foam core refers to the foam core of the cushion, not the fiber wrap or the fabric or leather casing. Note that loss of seat foam core resilience should not be confused with a slight softening of seating foam that will occur as a result of normal use.
- Reclining Mechanisms: Smith Brothers of Berne warrants all recliner mechanisms against failure or manufacturing defects for a period of five years on parts and labor costs to replace the mechanism. Optional motorized components (motorized mechanisms and battery packs) carry a three year warranty on parts and labor.
 - The recliner warranty was updated and extended effective November 1, 2016. *Furniture shipped prior to November 1, 2016, is included in this update and also covered by this warranty.*
- Tilt-Back Mechanisms: Smith Brothers of Berne warrants all tilt-back mechanisms against failure or manufacturing defects for a period of two years on parts and labor costs to replace the mechanism.



- Swivel Mechanisms: Smith Brothers of Berne warrants all swivel mechanisms against failure or manufacturing defects for a period of two years on parts and labor costs to replace the mechanism.
- Fabrics: Smith Brothers of Berne warrants all fabrics for a period of one year to the extent of the warranty provided to Smith Brothers by the original fabric supplier. In general, fabric manufacturers do not warrant for pilling, shading, fading, shrinkage, wrinkling, or stretching, so those properties are not covered under this warranty.
- Leathers: Smith Brothers of Berne warrants all leathers for a period of one year to the extent of the warranty provided to Smith Brothers by the original leather supplier. In general, leather manufacturers do not warrant for fading, shrinkage, wrinkling, or stretching, so those properties are not covered under this warranty. Leather is a natural product, so wrinkles, insect bites, healed scars and other natural markings, as well as some color and surface variations, are not considered flaws.
- Blown Fiber Backs: Back cushions with blown fiber filling are exceptionally soft, but these fibers will show a loss of resilience as a result of normal use. Smith Brothers of Berne cannot warrant blown-fiber back cushions against softening and flattening of fibers, which are considered normal wear, and not defects. The cushions should be fluffed occasionally to keep these fibers evenly distributed.

EXCLUSIONS

This warranty does not apply to furniture that is intentionally misused, or to damage resulting from negligence, exposure to sunlight or outdoor elements, non-residential use, improper cleaning, or other unreasonable use, or to fabric damage or failure due to a fabric protection chemical treatment, improper cleaning, or when abnormal heavy soiling or abuse is evident. Warranty claims are reviewed on a case-by-case basis. This warranty applies only to the original purchaser and terminates in the event of resale. Because Smith Brothers' furniture is made by hand using natural materials, minor variations will occur from piece to piece. Therefore, this warranty does not cover such minor differences between your furniture and in-store samples, printed materials, and video or Internet displays.