

SYNERGY HOME FURNISHINGS - WARRANTY INFORMATION

We offer a limited warranty stating that the individual furniture components are free from defects in material and workmanship for the length of time specified.

This warranty applies only under the conditions of normal household use. It does not apply in commercial or multi-family dwellings, or to a defect resulting from negligence, misuse, or accidents. We retain the right for inspection and the option of replacing or repairing the defective item.

WARRANTY SERVICE

Any claim for warranty service must be made through the original authorized retail dealer. Proof of purchase, with the date of delivery, must accompany the claim. Transportation responsibility on warranty claims is limited to the first year and only between the factory and the retail store.

FABRIC/LEATHER – ONE YEAR

Fabrics and leathers are warranted for one year against defects in material or workmanship from date of purchase by the original consumer for seam failure, fabric separation and nap loss. Excluded from the warranty are cover pilling, fading, stretching and dye lots. Slight fading and wear under normal use is considered normal and acceptable.

Natural markings such as scars, brands, grain variations, wrinkles, etc., will be considered normal characteristics and not construed as defects. No two cow hides are the same. So color variations could occur.

Where there is evidence of excessive soiling, improper cleaning, abuse or where the fabric or leather has had some form of chemical applied, the warranty will not apply.

FRAME – THREE YEARS

Frames are engineered and constructed of kiln dried hardwood lumber and furniture grade plywood. They are assembled with staples, industrial strength adhesive and corner blocks.

SPRINGS – THREE YEARS

Sinuuous springs – These springs are sinuous arc with a heavy gauge tie wire securing them to one another. The arms and/or ends have an extra spring selectively placed to prevent any fall off or pitching. The springs are warranted against breakage, due to defective material or workmanship, for a period of one year from the date of purchase. Hand-tied coil spring – These springs are a heavy gauge wire and fastened using jute twine. This spring system is warranted against breakage due to defective material or workmanship for a period of one year from the date of purchase. Pocket coil system – These springs are a light gauge wire coil spring in a nonwoven fabric pocket system that provides enhanced support in the seat cushion.

This spring system is warranted against breakage due to defective material or workmanship for a period of one year from the date of purchase.



STANDARD CUSHIONS AND BLOWN BACKS – ONE YEAR

Standard seat cushions are a 1.8 density high resiliency polyurethane core, wrapped in varying layers of polyester fiber for superior seating comfort.

Standard cushions are warranted for one year against loss of resiliency. The loss of resiliency should not be confused with a slight softening and flattening of the polyester fiber and foam. This softening and flattening will occur in all foam because of use and age and is considered normal and acceptable wear. All seat cushions should be turned on a weekly basis to maximize the wear of the fabric and cushion filling.

The back cushions are blown with virgin Dacron fiber encased in an accord tick.

The tick is sewn with channels to prevent and control fiber migration. All fiber cushions should be fluffed and rotated where possible to maximize the wear of the fabric and filling material. The back cushions are warranted against the loss of resiliency. They are not warranted against slight softening or flattening that will occur in all blown backs because of use and age, which again is considered normal and acceptable wear. Replacement seat and back cushions will be shipped freight prepaid during their one-year warranty. It is the responsibility of the retail dealer to return the defective cores for inspection and credit. We will not assume any cost for installation of replacement cores.

MECHANISMS – THREE YEARS

All mechanisms are manufactured by Leggett and Platt or Cenro. The sleeper mechanism is manufactured from 14 gauge round tubular steel with a locking TV headrest and a full polypropylene deck. This unit provides an excellent sleeping and seating foundation. Swivel mechanisms utilize a full race, ball-bearing unit, which provides smooth operation. All mechanisms are warranted to the original purchaser for a period of three years. We will provide a replacement mechanism to the retail dealer freight prepaid for the first year and allow for reasonable installation not to exceed fifty dollars. The dealer agrees to return the defective mechanism freight prepaid for inspection and credit. This warranty applies only to normal household use. It does not apply in commercial use, as stated above.

SLEEPER MATTRESSES – ONE YEAR

We use an innerspring sleeper mattress that is manufactured by Leggett & Platt. The queen size mattress is constructed with 229 coils and has a quilted top pad. The mattress is warranted to the original purchaser for one year covering defects in material and workmanship under normal use and service. We will be responsible for supplying to the customer a replacement mattress freight prepaid for any failure during the first year. The dealer agrees to assume the cost of installation and to return the defective mattress freight prepaid for inspection and credit.

POWER COMPONENTS – ONE YEAR

Power Components are warranted for one year against defects in material or workmanship from date of purchase by the original consumer.