



LIMITED WARRANTY

True Innovations seating products are warranted against defects in material and workmanship while owned by the “Original Purchaser”. The term “Original Purchaser” is defined as that party or entity which purchases True Innovations furniture from an authorized True Innovations retailer as shown by the original sales receipt. This warranty does not apply to “as is” or previously owned seating products.

True Innovations warrants its products to be free from defects in materials and workmanship (normal wear and tear, fading and stretching excepted), for ten years from the date of purchase, except as provided below under the limited warranty.

The exceptions or exclusions to this warranty are as follows:

1. Upholstery material and foam cushion material is warranted against defects in material and workmanship for a period of one year, beginning on the date of purchase as shown on the original sales receipt.
2. Any warranty claim that is submitted after the limited warranty period, or without proper proof of purchase will not include the cost of parts, labor, or delivery.
3. This warranty shall not apply to the True Innovations products which have been subjected to misuse, neglect, alteration, modification, or attachments, either caused by the original purchaser, shipping, storage, accident, fire, flood, or acts of God.

In the event of a defect in material or workmanship covered by this warranty, True Innovations will repair or replace, at their discretion, without charge the warranted furniture within a reasonable amount of time. We reserve the right to require damaged parts to be returned to us upon request. Natural markings such as scars, brands, grain variations, wrinkles, color variations, etc. will be considered normal characteristics and not construed as defects. We cannot warrant leather against scratching or scuffing, as all leather is subject to blemishes with use.

For claims or questions concerning this warranty, please contact True Innovations Customer Service department on the web at www.truecustomersupport.com. Be prepared to provide your name, address, daytime phone number, the model and purchase order number of the product, date of purchase, and the store where it was purchased. True Innovations requires that the original sales receipt be submitted with all requests to confirm that you are the original purchaser according to our written warranty.

This warranty gives you specific rights, and you may also have other rights, which vary from state to state.

All warranties are limited to the original purchaser for normal use which is defined as a standard work week of forty hours by a person weighing less than 300lbs (136 kg).

Should you prefer to speak with a service representative, you may call toll free : 1-855-372-2315.