

# Big Joe® Customer Care & Support

Comfort Research, the Creators of Big Joe, stands and sits behind all of our products purchased at buybigjoe.com or one of our authorized retail partners. Warranty information for each component of our products is listed below. No registration is required.

Products purchased by unauthorized sellers, or warranty claims that are not supported with proof of purchase and product photos, are not eligible for warranty claims.

[Submit a warranty claim.](#)

## **COVERS**

The external cover of every Big Joe no matter what it is filled with (polystyrene beans, foam, or molded core), has a limited one-year warranty\* against factory defects when the claim is accompanied by a receipt of purchase and products photos.

## **LINERS**

Most foam-filled Big Joe chairs feature an internal liner in addition to the external cover. Internal liners included in products purchased from buybigjoe.com or one of our authorized retail partners have a limited one-year warranty\* against factory defects when the claim is accompanied by a receipt of purchase and products photos.

## **BEANS**

All well-loved, bean-filled, bean bags go flat over time and will need to be re-filled. Big Joe bean bags are filled with a scientifically determined amount of fluffy beans to provide a great sitting experience, because overly-filled or completely-filled bags are not comfy. Any Big Joe bean bag or pool float filled with beans and purchased from buybigjoe.com or one of our authorized retail partners should not go flat within 60 days of purchase; if it does, please reach out to us so we can assist. You will need to provide a receipt of purchase for your Big Joe product(s) and photos of the entire product(s).

## **SHREDDED FOAM FILLING**

Our patented shredded foam filling is designed to never go flat: Big Joe products filled with shredded foam never need more filling and can be re-Fuffed again and again. All shredded-foam filled products purchased from buybigjoe.com or one of our authorized retail partners are covered under our limited one-year warranty\* when the claim is accompanied by a receipt of purchase for your Big Joe product(s) and photos.

## **MOLDED CORE**

Our molded core products are lightweight but durable, and have a limited one-year warranty\* against factory defects when purchased at [buybigjoe.com](http://buybigjoe.com) or one of our authorized retail partners. Your claim request must be accompanied by a receipt of purchase for your Big Joe product(s) and product photo(s).

*\*This limited warranty covers defects in materials and workmanship for items purchased on [BuyBigJoe.com](http://BuyBigJoe.com) or one of our authorized partner retailers; items purchased by unauthorized websites, third-party sellers (including those on Amazon), etc. are not covered by our warranty. Registration of your product is not required, but warranty claims must be accompanied by an original receipt for the Big Joe product(s) as well as photos showing the entire product and any affected areas.*

*Problems that result from external causes such as accidents, spills, stains, abuse, and misuse, are not covered. Big Joes are designed to be enjoyed by people. We love that your pets love them, but because they were designed for use by humans, use by pets voids the warranty.*

## **Contact**

*COMFORT RESEARCH CREATORS OF BIG JOE*

1719 Elizabeth Ave NW  
Grand Rapids, MI 49504-2003  
Office: +1 (844) 578-8933

Business Hours: M-F: 9am–4pm ET