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Warranty Policies

Fabrics

The fabric warranties do not cover any damage or problems with the fabric where there is evidence of excessive soiling, improper cleaning, or chemical treatment with any protective coating by the retailer or consumer. Use of such treatments will void all warranties from the fabric mill & Best Quality Furniture.

Claims Procedure

Best Quality Furniture is a manufacturer and does not sell directly to the public. All warrant service is executed exclusively through BQF's retail dealer network. Do not contact BQF directly for service issues. You must work through the certified BQF retailer from whom you purchased the furniture. If a problem should arise which you feel is covered by our Limited Warranties, please contact the original retailer that you purchased the Best Quality Furniture from. The original bill of sale and the product serial number are necessary for the fulfillment of the warrant. If necessary, the retailer will contact BQF to establish service. Best Quality Furniture will authorize the retailer to handle the service issue in the most efficient and cost-effective way. Costs for packaging, shipping, and installation are not covered by this warranty.

Remedy

Under these Limited Warranties, Best Quality Furniture's obligation is limited to repairing or replacing any part or parts covered through the original retail purchaser. Costs for packaging, shipping, and installation are not covered by this warranty.

All Products

These Limited Warranties are only provided to the original retail purchaser. These Limited Warranties do not apply to any merchandise purchased "as is" or resulting from misuse or abuse, or any condition resulting from incorrect or inadequate maintenance, cleaning or care.

Leather

The leather warranties do not cover any damage or problems with the leather due to excessive soiling, or improper cleaning methods. Any use of improper cleaning methods will void all warranties from Best Quality Furniture. In addition, the warranties will not cover any damage to leather resulting from sun exposure – leather will fade.

Limited Warranties

The following Limited Warranties are given to the original purchaser of Best Quality Furniture products.

Frames

A limited Life-time Warranty applies to all hardwood and plywood frames that are used in Best Quality Furniture products. Best Quality Furniture warrants the frames to you, the original retail purchaser, to be free of defects in workmanship and materials for the lifetime of the furniture. Under this warrant, Best Quality Furniture's obligation is limited to repairing or replacing any part or parts covered under this warranty. Costs for packaging, shipping, & installation are not covered by this warranty.

Cushioning

A limited Lifetime Warranty applies to all cushions and components used in the seating of all Best Quality Furniture products. All cushioning will naturally soften with use. This should be considered as normal wear & tear and not as a loss of resiliency or a manufacturing defect. This warranty does not apply to conditions caused by physical damage, improper use or normal deterioration after the original sale. Under this warrant, Best Quality Furniture's obligation is limited to repairing or replacing any part or parts covered under this warranty. Costs for packaging, shipping, and installation are not covered under this warranty.

Sleeper Mechanisms

Sleeper Mattresses

Best Quality Furniture warrants to you, the original retail purchaser, the sleeper mechanism for 1 year from date of purchase, to be free of defects in workmanship and materials. This warranty does not apply to conditions caused by physical damage, improper use or normal deterioration after the original sale. Under this warranty, Best Quality Furniture's obligation is limited to repairing or replacing any part or parts covered under this warranty. Costs for packaging, shipping, and installation are not covered by this warranty.

Recliner/Motion Mechanisms

Best Quality Furniture warrants to you, the original retail purchaser, the recliner/motion mechanisms for a period of 5 years from the date of purchase, to be free of material or manufacturing defects. This warranty does not apply to conditions caused by physical damage, improper use or normal deterioration after the original sale. Under this warranty, Best Quality Furniture's obligation is limited to repairing or replacing any part or parts covered under this warranty. Costs for packaging, shipping and the installation are not covered by this warranty.

Power Recliner Motor

Best Quality Furniture warrants the original retailer purchaser, the power recliner motor for a period of 2 years & 1 year on all other electronic components from the date of purchase to be free of material or manufacturing defects. This warranty does not apply to conditions cause by physical damage, improper use or normal deterioration after the original sale. Under this warranty, Best Quality Furniture's obligation is limited to repairing or replacing any part or parts covered under this warranty. Costs for packaging, shipping & installation are not covered by this warranty.

Caution

Do not allow children to play on this mechanized furniture or operate the mechanism. Leg rest folds down on closing so that a child could possibly get injured. Always leave in an upright closed position. Keep hands and feet clear of mechanism. Only the occupant should operate it.

Springs

The metal spring systems are sinuous wire seat springs. BQF warrants the sinuous wire springs to you, the original retail purchaser for 1 year from the date of purchase against spring breakage caused by metal fatigue. This warranty does not apply to conditions caused by physical damage, improper use or

normal deterioration after the original sale. Under this warranty, Best Quality Furniture's obligation is limited to repairing or replacing any part or parts covered under this warranty. Costs for packaging, shipping & installation are not covered by this warranty.

Fabrics

Best Quality Furniture warrants to you, the original retail purchaser, for 1 year from date of purchase, all upholstery fabrics against fraying and seam slippage. This warranty is not valid when heavy soiling or abuse is evident. This warranty also does not apply if there has been a protective coating treatment after the original shipment to the retailer. Under this warranty, Best Quality Furniture's obligation is limited to repairing or replacing any part or parts covered under this warranty. Costs for packaging, shipping and installation are not covered by this warranty.

Leather

Best Quality Furniture warrants to you, the original retail purchaser, for 1 year from the date of purchase, all leather products to be free of defects in workmanship and materials, seam slippage & cracking. Leather exhibits natural characteristics such as nicks, scars, variation of shades, & wrinkles. These markings are to be expected and are not considered to be defective. This warranty does not apply to conditions caused by physical damage, improper use or normal deterioration after the original sale. Under this warranty, Best Quality's obligation is limited to repairing or replacing any part or parts covered un this warranty. Costs for packaging, shipping, & installation are not covered by this warranty.

The promise we make to our customer is quality furniture, custom created by an experienced, well established professional furniture manufacturer. Each piece is designed to provide a combination of satisfying features of comfort as well as quality tailoring. All of our furniture is carefully manufactured from the finest materials, to provide you with lasting workmanship.