

## **WARRANTY INFORMATION**

### **LIMITED WARRANTIES**

**Limited Warranties are non-transferable. The following Limited Warranties are given to the original retail purchaser of the following Glory Furniture products:**

#### **Frames Used In Upholstered and Leather Products**

##### *Limited Lifetime Warranty*

A Limited Lifetime Warranty applies to all frames used in sofas, couches, love seats, upholstered chairs, ottomans, sectionals, and sleepers. Glory Furniture warrants these components to you, the original retail purchaser, to be free from material manufacturing defects. Lifetime means the normal useful life of the product. GFD Enterprise LLC. will pay, within one year from the date of purchase, reasonable and customary labor rates to repair or replace the defective parts. After one year from the date of purchase, the frame warranty covers replacement parts only, and the original retail purchaser will be responsible for labor, packing, and all shipping and transportation costs.

#### **Springs**

##### *5 Year Limited Warranty*

The metal spring systems are sinuous, wire seat springs, and, where applicable, back springs, and are secured by heavy gauge tie wires clipped at all intersections. GFD Enterprise LLC. warrants these systems to you, the original retail purchaser, for five years from the date of purchase, against spring breakage caused by metal fatigue or spring clips pulling loose from the frame. GFD Enterprise LLC. will pay, within one year from the date of purchase, reasonable and customary labor rates to repair or replace the defective parts. After one year from the date of purchase, the spring warranty covers replacement parts only, and the original retail purchaser will be responsible for labor, packing, and all shipping and transportation costs.

#### **Recliner Mechanism**

##### *5 Year Limited Warranty*

GFD Enterprise LLC. warrants to you, the original retail purchaser, all mechanisms used in recliners for five years from the date of purchase, to be free from material manufacturing defects. GFD Enterprise LLC. will pay, within one year from the date of purchase, reasonable and customary labor rates to repair or replace the defective parts. After one year from the date of purchase, the recliner mechanism warranty covers replacement parts only, and the original retail purchaser will be responsible for labor, packing, and all shipping and transportation costs.

#### **Cushioning**

##### *1 Year Limited Warranty*

All seat cushion cores will soften with normal use and will conform to the shape of the user. This shall be considered normal wear, and shall not be considered a loss of resiliency or a material manufacturing defect. Within one year from the date of purchase, GFD Enterprise LLC. will replace, for the original retail purchaser only, a cushion core in an unattached or loose seat cushion that has material manufacturing defects. With respect to a cushion core in a seat cushion which is attached to the product, GFD Enterprise LLC., within one year from the date of purchase, will repair or replace, at its option, for the original retail purchaser only, a cushion core, in an Attached Cushion, which has material manufacturing defects. With respect to an Attached Cushion, GFD Enterprise LLC. will pay, within one year from the date of purchase, reasonable and customary labor rates to repair or replace the defective parts.

#### **Leather**

##### *1 Year Limited Warranty*

GFD Enterprise LLC. warrants to you, the original retail purchaser, for a period of one year from the date of purchase, all leather to be free from defects in materials and workmanship, seam slippage, and cracking. Leather is a natural product, and, as such, each hide will reflect its own individuality. Some variations of shade and tone are to be expected as are the nicks, scratches, and wrinkles that only occur in genuine leather; these characteristics are in no way to be considered a defect. GFD Enterprise LLC. will pay, within one year from the date of purchase, reasonable and customary labor rates to repair or replace the defective parts.

#### **Upholstered Fabric**

##### *1 Year Limited Warranty*

GFD Enterprise LLC. warrants to you, the original retail purchaser, for a period of one year from the date

of purchase, all upholstered fabrics against seam slippage, and fraying. This warranty does not cover tears, flattening of nap, pilling, fading, or shrinking and is not valid when heavy soiling or abuse is evident. This warranty also does not cover protective finishes, velvets, velvet types, and orlon, since by their very nature, these fabrics are of soft texture and will crush, shade and mark more readily than most fabrics; these characteristics are in no way to be considered a defect. GFD Enterprise LLC. will pay, within one year from the date of purchase, reasonable and customary labor rates to repair the defective parts.

### **Finishes and all Other Furniture Products**

#### *1 Year Limited Warranty*

All finishes and other parts, components, and other furniture products not specifically included in the above Limited Warranties, including but not limited to dining room tables, chairs, occasional tables, beds, dressers, desks, lamps, electrical components, recliner pull cords and handles incorporated into any furniture product, are warranted by GFD Enterprise LLC. to you, the original retail purchaser, for one year from the date of purchase, to be free from material manufacturing defects. GFD Enterprise LLC. will pay, within one year from the date of purchase, reasonable and customary labor rates to repair or replace the defective parts.

### **LIMITATIONS AND EXCEPTIONS**

#### *Remedy*

Under these Limited Warranties, the sole liability of GFD Enterprise LLC. is limited to repair, or at its option, replacement. GFD Enterprise LLC. will pay, within one year from the date of purchase, reasonable and customary labor rates to repair or replace the defective parts. After one year from the date of purchase, the original retail purchaser will be responsible for labor, packing, and all shipping and transportation costs.

#### *All Products*

These Limited Warranties provide coverage to the original retail purchaser and do not apply to rented, business, commercial, institutional, or other non-residential uses. These Limited Warranties do not apply to the following

- Merchandise that was, at any time, used as a floor sample or display model.
- Any merchandise purchased "as is" or second-hand.
- Any merchandise purchased at a distress sale or a going-out-of business sale, or purchased from a liquidator.

All warranties, whether express or implied, cover only normal household usage. No warranty, express or implied, applies to any condition resulting from misuse, abuse, delivery or transportation damage, nor any condition resulting from incorrect or inadequate maintenance, cleaning or care. Warranty is null and void if furniture has been moved from original point of delivery to consumer.

#### *Chemical Treatments*

These Limited Warranties do not cover damages or defects caused by use of chemical treatments or protective coatings on the finish, leather, or upholstered fabric by the retailer or the original retail purchaser, and any such chemical treatments or protective coatings voids all warranties of GFD Enterprise LLC.

#### *Leather, Upholstered Fabric and Finishes*

The Limited Warranties on "Leather", "Upholstered Fabric" and "Finishes and all Other Furniture Products" do not cover the following:

- Damages resulting from excessive soiling, improper or unapproved cleaning methods.
- Fading or other damages resulting from exposure to sunlight.
- Damages resulting from household humidity, or from any liquid, including but not limited to alcohol and water.

CAUTION: Any use of improper or unapproved cleaning methods voids all warranties of GFD Enterprise LLC..

#### *Modifications to Products*

These Limited Warranties do not apply to any products that have been altered by any person, dealer, or company.

*Implied Warranties*

IMPLIED WARRANTIES, INCLUDING ANY OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE IMPOSED ON THE SALE OF THIS FURNITURE AND ITS PARTS UNDER STATE LAW, ARE LIMITED TO THE FOLLOWING DURATIONS:

SPRINGS	5 YEARS
RECLINER MECHANISMS	5 YEARS
LEATHER	1 YEAR
UPHOLSTERED FABRIC	1 YEAR
CUSHIONING	1 YEAR
FINISHES AND ALL OTHER FURNITURE PRODUCTS (INCLUDING PARTS AND COMPONENTS)	1 YEAR

SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU.

**DISCLAIMER**

NO OTHER EXPRESS WARRANTY HAS BEEN MADE OR WILL BE MADE ON BEHALF OF GFD ENTERPRISE LLC. WITH RESPECT TO THE FURNITURE AND ITS PARTS, OR THE OPERATION, REPAIR, OR REPLACEMENT OF THE FURNITURE AND ITS PARTS. FURTHERMORE, NO REPRESENTATIVE OF GFD ENTERPRISE LLC. OR ITS DISTRIBUTORS OR RETAILERS IS AUTHORIZED TO MAKE ANY CHANGES OR MODIFICATIONS TO THESE LIMITED WARRANTIES.

SOME RETAILERS OFFER EXTENDED OR ADDITIONAL WARRANTIES, INCLUDING BUT NOT LIMITED TO EXTENDED OR ADDITIONAL FABRIC WARRANTIES, EITHER FROM THE RETAILER OR THROUGH A THIRD-PARTY. GFD ENTERPRISE LLC. SHALL NOT BE LIABLE UNDER ANY EXTENDED OR ADDITIONAL WARRANTIES OFFERED BY ANY RETAILER OR THROUGH A THIRD-PARTY.

IN NO EVENT SHALL GFD ENTERPRISE LLC. BE RESPONSIBLE FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES, SUCH AS LOSS OF USE, INCONVENIENCE, LOSS OR DAMAGE TO PERSONAL PROPERTY, WHETHER INDIRECT OR DIRECT, AND WHETHER ARISING IN CONTRACT OR TORT. IN NO EVENT SHALL GFD ENTERPRISE LLC. RESPONSIBILITY EXCEEDS THE PURCHASE PRICE OF THE PRODUCT OR ITS REPLACEMENT.

SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

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

**REMEDY AND CLAIM PROCEDURE**

*Remedy*

Under these Limited Warranties, GFD Enterprise LLC.'s exclusive obligation during the applicable warranty period is to repair or replace, at its option, any part or parts found, upon examination by an authorized manufacturer's representative of GFD Enterprise LLC., to contain a material manufacturing defect. For all of its products, GFD Enterprise LLC. will pay, within one year from the date of purchase by the original retail purchaser, reasonable and customary labor rates to repair or replace the defective parts. After one year from the date of purchase, the original retail purchaser will be responsible for labor, packing, and all shipping and transportation costs.

If within the warranty period, identical materials are unavailable at the time of repair or replacement, GFD

Enterprise LLC. reserves the right to substitute materials of equal or better quality. Replacement fabrics may vary in color from the original due to dye lot differences.

**Any item repaired or replaced under these Limited Warranties will be covered by the Limited Warranties for the remainder of the original warranty period only.**

**Claim Procedure**

If a problem should arise which you feel is covered by our Limited Warranties, contact the GFD Enterprise LLC. authorized retailer from whom you purchased your furniture. The original bill of sale and the product serial number are necessary for the fulfillment of the warranty. Please make sure any claim for warranty service is accompanied by the necessary information to satisfy the warranty requirements. If necessary, the retailer will contact GFD Enterprise LLC. to establish service. If the problem can be easily corrected, GFD Enterprise LLC. will authorize the retailer to make those repairs. GFD Enterprise LLC. reserves the right to require defective parts be returned upon request.

GFD Enterprise LLC. is not responsible for scheduling or the cost of transporting your furniture from your home to the retailer or from the retailer to your home. You must make those arrangements with the retailer.