

Warranty Information

Art Leon Furniture 30 days Limited Product Warranty:

What Does This Warranty Cover?

This warranty covers manufacturing defects associated with your new product. The product is warranted from the original purchase date and to the original purchaser for normal usage, according to the below-referenced specifications and limitations.

Non-moving metal parts are warranted for 90 days. Component parts including pneumatic cylinder, control mechanism, base and casters are warranted for 90 days. All other items are warranted for 30 days.

Normal usage means use in compliance with the restrictions and weight limits specified for the product. In the absence of product-specific restrictions and weight limits, normal usage means use for no more than forty hours per week by persons weighing 250 lbs. or less. Coverage terminates if the product is sold or otherwise transferred. Repairs made by parties other than also void this warranty.

What Does This Warranty Not Cover?

This warranty will not cover: (1) labor, freight, or damage from misuse, abuse, negligence, alteration, assembly, installation, attachments, accident, vandalism, acts of nature or any other event beyond the control of Art Leon; (2) tearing, scratching, scuffing, or blemishing of leather or fabric; (3) cosmetic damage that may result from normal usage; (4) damage attributable to use by persons exceeding specified weight limits or commercial use exceeding forty hours per week; or (5) rust or other damage caused by exposure to moisture. The user assumes all risk of injury resulting from use of this product. Liability for incidental or consequential damage is excluded. 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.

After-sale Service Warranty:

We strive to offer high-quality products, and we also try our best to satisfy each and every customer that orders from us with product or service as needed. We provide 30 days warranty starting from the time you receive the item. Each customer must provide a record of their order such as the order number, or item receipt for any items that are out of the warranty period you may also still receive replacement parts by purchasing them with our company if they are available.

E-mail: jolin.l@art-leon.net

ABOUT Q&A:

Q: The item has arrived, but it is different from what I ordered.

A: Dear customer,

If you received the wrong item, please contact us by the e-mail address jolin.l@art-leon.net .

It will be helpful to us if you can send us some pictures of the item you received and the outer box including SKU. And please don't forget to attach your order number and phone number

In general, emails will be answered within 48 hours.

Q: I ordered several items or a set of products, but I only received a portion of the items

A: There are multiple boxes if you ordered several items or a set of products, please wait for a few more days.

If you still did not receive the rest, please contact us at the following email address jolin.l@art-leon.net .

It will be helpful to us if you could tell us the tracking number of the received items. And please don't forget to attach your order number and phone number. In general, emails will be answered within 48 hours

Q: I have some trouble assembling the item

A: You can refer the assembly instruction inside the package. If the assembly instruction missing, or if you still have any question in assembly, please contact us at the following email address jolin.l@art-leon.net And please don't forget to attach your order number and phone number. In general emails will be answered within 48 hours.

Q: The item has arrived, but there was a missing part for the item.

A: If a part is missing, please check if it was left in the corner firstly.

If you still could not find it, please contact us at the following e-mail address jolin.l@art-leon.net .

It will be helpful to us if you could tell us the part number of missing part on the instructions. And please don't forget to attach your order number and phone number. In general emails will be answered within 48 hours.

Q: The item has arrived, but it was damaged.

If a part is damaged, please contact us at the following email address jolin.l@art-leon.net

It will be helpful to us if you can send us some pictures of the damaged part, so that we can send you the replacement part(s) soon afterward. And please don't forget to attach your order number and phone number. In general emails will be answered within 48 hours.