BEST HOME FURNISHINGS

WARRANTY INFORMATION

BEST HOME FURNISHINGS strives to stand behind any of our furniture found to have defects in material or workmanship. Because we do not have control over the product or its usage after shipment, we provide a limited warranty to the original retail buyer for the stated warranty term as described in the following paragraphs.

CONSUMER ADVISORY

Keep your furniture and family safe from fires caused by carelessness. Do not smoke while drowsy. Remove immediately any glowing embers or lit cigarettes which fall onto the furniture. Smoldering materials can cause upholstered furniture to combust. Please also note product specific consumer advisories in each of the product warranty categories.

FABRIC / COVER

BEST HOME FURNISHINGS products feature a one (1) year warranty from the date of purchase, NOT to exceed eighteen (18) months from the date of manufacture, for seam slippage and/or separation. Surface wear due to use or abuse is not warranted. Our cover suppliers recommend NO type of protective coating be applied to any fabric or other cover material used on any BEST HOME FURNISHINGS furniture and any protective coating used will void this warranty. Flattening of the nap, pilling, shedding, balling, snagging, matting and shading are all common characteristic of some fabrics and are not considered defects in material or workmanship. Leather covers commonly exhibit characteristics of nicks, scratches, wrinkles, variations in shade and tone and other natural features that are not considered defects. Due to constant change in cover styles and colors, we do not guarantee the availability of specific patterns or colors.

RECLINER

Recliners feature a "LIMITED LIFETIME" warranty to the FRAME against manufacturing defects. The term "LIMITED" means the warranty does NOT cover misuse and normal wear as described under the Limitations and Exclusions section of this warranty. The term “LIFETIME” means the normal useful life of the product. Repairs to the frame will be done at the factory as long as parts are available. After (3) three years from the date of manufacture shipping costs to and from the factory are the responsibility of the consumer.
Recliner MECHANISMS also feature a "LIMITED LIFETIME" warranty. Claims will be handled by FREE replacement of the mechanism as long as parts are available, with no allowance for labor or installation. After (3) years from the date of manufacture shipping costs are the responsibility of the consumer.

Recliners also feature a one (1) year warranty from date of purchase, NOT to exceed eighteen (18) months from the date of manufacture, on FOAM, PADDING and SINUOUS WIRE AND COIL SPRINGS.

Caution should be used when entering or exiting any chair equipped with a swivel, gliding or rocking base; abrupt movement or uneven distribution of weight can cause the chair to tip or the occupant to lose balance.

Consumer Advisory: Children should not be allowed to play on or operate recliners or other motion products. Moving components of the mechanism and chair can cause injury. Please keep all extremities away from moving parts.

Never attempt to open or close a recliner in any manner except using the handle (if equipped) and normal body motion. Never open or close the recliner mechanism by pulling or pushing the foot rest or otherwise forcing the motion of the recliner. If the recliner mechanism does not function smoothly and with relative ease, check for obstructions and contact the dealer from which the recliner was purchased for repair if necessary. BEST HOME FURNISHINGS is not liable for injuries or damages resulting from misuse of the recliner.

LIFT RECLINER

Lift recliners feature a "LIMITED LIFETIME" warranty to the FRAME against manufacturing defects. The term "LIMITED" means the warranty does NOT cover misuse and normal wear as described under the Limitations and Exclusions section of this warranty. The term “LIFETIME” means the normal useful life of the product. Repairs to the frame will be done at the factory as long as parts are available. After three (3) years from the date of manufacture shipping costs to and from the factory are the responsibility of the consumer.

Lift recliner MECHANISMS, MOTORS, HANDWANDS, AC ADAPTERS and JUNCTION BOXES feature a two (2) year warranty from the date of manufacture of the recliner. Claims will be handled by FREE replacement of defective components, with no allowance for labor or installation.

Lift recliners also feature a one (1) year warranty from date of purchase, NOT to exceed eighteen (18) months from the date of manufacture, on FOAM, PADDING, SINUOUS WIRE SPRINGS and METAL SEAT SUPPORT SYSTEMS.

Caution should be used when entering or exiting any chair equipped with a swivel, gliding or rocking base; abrupt movement or uneven distribution of weight can cause the chair to tip or the occupant to lose balance.

Consumer Advisory: Children should not be allowed to play on or operate lift recliners or other motion products. Moving components of the mechanism and chair can cause injury. Please keep all extremities away from moving parts.

Never attempt to open or close a recliner in any manner except using the hand control. Never open or close the recliner mechanism by pulling or pushing the foot rest or otherwise
forcing the motion of the recliner. If the recliner mechanism does not function smoothly and with relative ease, check for obstructions and contact the dealer from which the recliner was purchased for repair if necessary.

When positioning a lift recliner for use, electrical components should be placed with care to avoid damage to the components or exposure to flammable materials. Operation of the recliner in a manner that results in damage to the electrical components could result in electrical shock or risk of fire. BEST HOME FURNISHINGS is not liable for injuries or damages resulting from misuse of the lift recliner or damage to the electrical components.

This product is not intended to be used for medical purposes.

**RECLINER WITH HEAT AND/OR MASSAGE**

Recliners feature a "LIMITED LIFETIME" warranty to the FRAME against manufacturing defects. The term "LIMITED" means the warranty does NOT cover misuse and normal wear as described under the Limitations and Exclusions section of this warranty. The term "LIFETIME" means the normal useful life of the product. Repairs to the frame will be done at the factory as long as parts are available. After three (3) years from the date of manufacture shipping costs to and from the factory are the responsibility of the consumer.

Recliner MECHANISMS also feature a "LIMITED LIFETIME" warranty. Claims will be handled by FREE replacement of the mechanism as long as parts are available, with no allowance for labor or installation. After (3) years from the date of manufacture shipping costs are the responsibility of the consumer.

There is a one (1) year warranty from the date of manufacture on HEATING COMPONENTS and MASSAGE MOTORS. HAND WANDS, AC ADAPTERS and JUNCTION BOXES feature a two (2) year warranty from the date of manufacture of the recliner. These warranties are for replacement of defective components only with no allowance for labor or installation.

This recliner also features a one (1) year warranty from date of purchase, NOT to exceed eighteen (18) months from the date of manufacture, on FOAM, PADDING and SINUOUS WIRE SPRINGS.

**Consumer Advisory:** Children should not be allowed to play on or operate recliners or other motion products. Moving components of the mechanism and chair can cause injury. Please keep all extremities away from moving parts.

Never attempt to open or close a recliner in any manner except using the handle and normal body motion. Never open or close the recliner mechanism by pulling or pushing the foot rest or otherwise forcing the motion of the recliner. If the recliner mechanism does not function smoothly and with relative ease, check for obstructions and contact the dealer from which the recliner was purchased for repair if necessary.

When positioning a recliner equipped with heat and/or massage for use, electrical components should be placed with care to avoid damage to the components or exposure to flammable materials. Operation of the recliner in a manner that results in damage to the electrical components could result in electrical shock or risk of fire. BEST HOME FURNISHINGS is not liable for injuries or damages resulting from misuse of the heat and/or massage recliner or damage to the electrical components.
LIMITATIONS AND EXCLUSIONS

This limited warranty is valid only to the original retail buyer of the furniture. It applies only to furniture intended for normal household and home office use and not in commercial installations. Office Executive and Office Management product lines are suitable for general office applications.

Excluded from this limited warranty are defects and damage resulting from abuse, neglect, exposure to extreme temperatures or humidity, alterations, unauthorized repair, or accidents including burns, cuts, scratches, tear, scuffs, watermarks, indentations or pet damage. Expected changes from normal wear, use and aging are also not covered by this limited warranty, including softening or flattening of cushions, foams and fibers in conformity to the shape of the user. This limited warranty applies only to the product in its original fabric. Damage caused by the use of detergents, abrasives or other harsh cleaning agents is also not covered.

Certain recliner mechanisms that are designed with the capacity to accommodate heavier occupants feature weight limitations for their use. Power lift recliners are not intended for use in excess of 350 pounds. Large recliners marketed as our “Beast” recliners are not intended for use in excess of 400 pounds as a wallhugger recliner and 350 pounds as a rocker recliner. Damage to the recliner or mechanism resulting from use in excess of these stated use limits is not covered by this warranty.

BEST HOME FURNISHINGS WILL NOT BE LIABLE FOR ANY CONSEQUENTIAL OR INCIDENTAL DAMAGES, INCLUDING ANY LOSS, EXPENSE, OR DAMAGE OTHER THAN TO THE FURNITURE ITSELF THAT MAY RESULT FROM A DEFECT IN THE FURNITURE. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF CONSEQUENTIAL AND INCIDENTAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

BEST HOME FURNISHINGS MAKES NO IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. THESE AND ALL OTHER IMPLIED WARRANTIES ARE SPECIFICALLY DISCLAIMED. SOME STATES DO NOT ALLOW AN EXCLUSION OR LIMITATION ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATIONS OR EXCLUSIONS 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. Except for such other rights, the remedies provided under this warranty state the limit of BEST HOME FURNISHINGS’ responsibilities.

PRESENTATION OF WARRANTY CLAIMS

Warranty claims should be referred to the retail furniture dealer from whom the product was originally purchased for the furniture.

Warranty repairs are handled through replacement of defective parts, returning the unit to the factory for repair, returning the unit for credit, or replacing the unit entirely.
A BEST HOME FURNISHINGS Customer Service Representative will make a determination at the time of a claim as to which method would be most effective.

In the event a unit must be returned to the factory, the dealer’s BEST HOME FURNISHINGS Sales Representative must issue authorization after his/her inspection. If a unit is returned to the factory without prior authorization, freight charges will be invoiced to the dealer.

Dealers are expected to provide service and support to the product they sell. A reasonable amount of touchup and deluxing is the dealer’s responsibility. At no time will BEST HOME FURNISHINGS make allowance for service calls, trip or delivery charges. Allowances for work performed to correct defects in material or workmanship must be authorized in advance and in writing by a BEST HOME FURNISHINGS Customer Service Representative. Under no circumstances will BEST HOME FURNISHINGS accept charge backs from dealers which do not have prior written authorization from the BEST HOME FURNISHINGS Home Office.

To protect the health and welfare of our employees, BEST HOME FURNISHINGS will decline to make repairs on any unit deemed unsanitary or a possible health hazard.