



DreamSeat Upholstery Warranty Information (RelaX Recliner Plus)

IMPORTANT: You must keep your original retail receipt as proof of purchase

DREAMSEAT, LLC UPHOLSTERY WARRANTY

Warranty is non-transferable and takes effect as of January 1, 2010

DreamSeat's Warranty covers the repair or replacement of the above listed parts resulting from manufacturing and material defects. This warranty covers the product when used in a normal manner. DreamSeat will pay the cost of labor, shipping and handling to repair or replace the defective part(s) for one (1) year from the original date of purchase.

This warranty provides coverage to the original consumer purchaser only and **does not** cover the following:

1. Rental, business, commercial, institutional or other non-residential uses.
2. Products purchases "AS IS" or second-hand.
3. Products purchased from distressed or liquidation sales.
4. Products deemed misused, mishandled, altered or abused.
5. Any condition resulting from unusual usage.
6. Inadequate maintenance, cleaning or care.

Pro-rated Warranties

Pro-rated warranties reference the cost of parts covered by DreamSeat in the event of a claim. On a five (5) year pro-rated warranty, DreamSeat will cover 100% of the cost of parts and labor in year one (1). DreamSeat will cover 80% of the cost of the parts only in year two (2), 60% of the cost of parts only in year three (3), 40% of the cost of parts only in year four (4) and 20% of the cost of parts only in year five (5). In each case, with the exception of the first year, the original retail consumer will be responsible to pay the balance of the cost of parts.

PARTS WARRANTY – COVERAGE AND LIMITATIONS

Cover Material

The DreamSeat warranty **does not** cover any damages due to improper use, excessive soiling, improper or unapproved cleaning methods (see Product Care for details), chemical treatments, exposure to direct sunlight or color fading. These instances will void the warranty.

Leather – Five (5) year pro-rated warranty on parts

The DreamSeat warranty covers against seam slippage, tearing, splitting, cracking and dye transfers from the product. Leather is a natural material and, as such, each hide reflects its own characteristics. Shading variations, nicks, scratches and wrinkles are a characteristic of leather and **are not** considered defects.

Vinyl and Voyage (synthetic leather) –One (1) year warranty on parts



The DreamSeat warranty covers against seam slippage, fraying or dye transfers from the product. The DreamSeat warranty **does not** cover tearing, pilling, or shrinking.

Frames and Springs – Lifetime warranty on parts

Wood frames and springs carry a lifetime warranty against breakage. Springs are covered for breakage due to metal fatigue or pulling loose from wood frames. Metal frames are warranted against breakage for a period of two (2) years under normal household use.

Seat Cushion Foam and Fiber-filled Components – Five (5) year pro-rated warranty on parts

Seat cushions are warranted against collapsing. All cushions will soften with use and will conform to the shape of the user. This softening is considered normal wear and is in no way considered a manufacturer’s defect. Fiber-filled seat cushion tops, backs and arms will flatten with prolonged use. This is inherent to the design of fiber-filled and fiber-wrapped products. Regular fluffing will prevent internal fibers from matting and help to prolong the vibrancy of these products.

Motion Reclining Mechanisms – Limited lifetime warranty on parts

Reclining mechanisms are warranted against material and manufacturing defects. Warranty is limited to supplier’s availability of parts.

Reclining Chairs– Two (2) year warranty on parts

Reclining chairs are warranted against material and manufacturing defects.

Electronic Components – One (1) year warranty on parts

Electronics are warranted for material and manufacturing defects.

LABOR WARRANTY – COVERAGE AND LIMITATIONS

DreamSeat offers a one (1) year warranty for labor and workmanship applying to all upholstered sofas, loveseats, chairs, ottomans and sectionals manufactured by DreamSeat. DreamSeat products are warranted to the original retail consumer, to be free from manufacturing and parts defects. The warranty takes effect from the date of delivery to the original retail consumer.

Within one (1) year from the date of delivery, DreamSeat will pay, at no charge to the original retail consumer, customary labor rates to repair or replace the defective parts. Under this warranty, the sole liability of DreamSeat is limited to repair, or at its option, parts replacement. Should there be service required under the warranty then the initial service inspection will be covered by DreamSeat. For clarity, should inspection deem that no repair necessary then initial service fee will be payable by end consumer to the third party.

After one (1) year, the original retail consumer will be responsible for **all** costs related to labor. See Parts Warranty above for details.

The term “defect” as it is used in this warranty is defined as a flaw or deficiency that affects the intended use for which the product was manufactured.



The DreamSeat warranty provides coverage to the original retail consumer only where the purchase has been made from an authorized retailer of DreamSeat, LLC. And therefore is non-transferable to any second or third party.

The special DreamSeat identity tags found on your product are your guarantee of the quality and authenticity of your DreamSeat product. Removal or attempted removal of such tags will void this warranty.

MAKING A CLAIM

To make a warranty claim or to inquire about concerns with your DreamSeat product, please contact the authorized DreamSeat retailer from where the original purchase was made.

When making a claim under this warranty, proof of purchase with the original bill of sale and the product serial number are required. Should these not be available, DreamSeat reserves the right to deny claim. DreamSeat reserves the right to request photo verification and/or the return of defective parts to its factory.

PRODUCT CARE

Leather Care

Clean leather often, as frequent and gentle cleaning is easier on leather than less frequent, more aggressive cleaning. Cleaning will remove built-up dirt, skin oils and perspiration.

1. Protected (Pigmented) and Semi-aniline Leathers

Clean with a mild soap and water solution. Use a mild soap with a neutral pH. Rinse with a clean, damp cloth to remove any soap residue. **Do not** use a soap product this is harsh on your skin, as it will be harsh on the leather.

Always test the soap solution in an unseen area on the sofa to ensure that the solution does not damage the leather (no leather color transfer on to your cloth).

2. Natural (Aniline) Leathers

Clean with only a slightly damp cloth. **Do not** use any type of soap on natural (aniline) leather.

CAUTIONS

General

- **Do not** move furniture in your home without carefully wrapping the furniture, including corners and feet or the bottom of the furniture, with a protective covering. This will help avoid damage to floors and/or wall surfaces, as well as help to prevent damage to the furniture itself.
 - **Do not** move furniture on bare **hardwood floors**. At all times, place the furniture on a protective area rug or protective hardwood felt pads. This will protect your hardwood floors from potential scratches.
 - **Do not** expose leather or fabric to ink, bleach, oily substances, fluids, body oils, strong detergents (including laundry detergent), chemicals, and sharp objects as these may cause potential damage.
 - **Do not** expose leather or fabric to sun or extreme light sources as this will cause fading and potential damage.
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- **Do not** remove your seat cushion covers for dry cleaning or separate washing.

Safety

Use extreme caution when operating the moving mechanisms and electronic components making sure limbs and other obstructions are clear of leg rests and other moving parts before operating.

- **Do not** leave reclining seats in the reclining position when not in use.
- **Do not** allow children to play on mechanized furniture or to operate mechanisms.
- **Do not** stand on chairs, and **do not** sit on ottomans.
- **Do not** sit on product arms.

For further information, refer to product instruction sheets and warnings, where applicable.

Failure to allow these directions could result in injury and/or damage.

If you have questions, contact your a Zogics Customer Experience Advisor at [888.623.0088](tel:888.623.0088) or

hello@zogics.com.
