



Homewear Lifetime Limited Warranty
US and Canada

Congratulations on your selection, and thank you for buying Homewear. We encourage you to become familiar with your new furniture. This brochure contains our warranty, performance characteristics, and care tips for keeping your furniture looking as good as new.

Warranty Limitations

The Homewear Warranty is limited in that it is provided to you, the original purchaser and owner. The Homewear Warranty does not apply to furniture that has been abused or used in a business environment and/or for commercial purposes. The Homewear Warranty only applies to furniture used for normal residential purposes.

Our warranty does not cover products sold in "distressed" or "as is" condition, products sold "second hand" or products purchased from a retailer, or any other form of reseller not authorized by Homewear Furniture, Inc. to sell our products.

All of the Limited Warranties set forth below are subject to these Warranty Limitations.

Lifetime Limited Warranty - Frames, Springs, & Mechanisms

Frames, spring systems, motion mechanisms, and specific fixtures are under warranty to be free from manufacturing defects for the life of the product (this includes, but may not be limited to, swivel bases, swivel/rocker bases and sleep sofa mechanisms).

Lifetime Limited Warranty - Cushion Cores

Foam cores in the 300-CC, 600XL and DP Series cushions are under warranty to be free from manufacturing defects and against the loss of foam resiliency for the life of the product.

Cushion Care and Performance Characteristics.

Our 1.8 density high resiliency foam cores are environmentally friendly, containing no cfc's. While foam will soften, it should not lose its resiliency - the ability to recover from compression. Polyester wraps, used to create surface softness, will, over time, lose some of the initial loft, which may contribute to cushion flattening and wrinkling.

Our softer and more casual cushions, the 600XL, the DP series, Feather Soft cushions and cushion packages will, by design, flatten, wrinkle and soften. We suggest you fluff these cushions as you would fluff the feather or down pillow you sleep on.

You can prolong cushion life and keep your cushions looking fresh by turning and rotating them regularly. You may also want to regulate the cushion core and polyester wrap by unzipping the casing and adjusting the fit of the core and polyester wrap. We do not suggest removing the cushion core from the casing.

7-Year Limited Warranty

Standard Homewear Sleep Sofa Innerspring Mattresses are under warranty to be free from manufacturing defects and against the loss of foam resiliency for seven (7) years. The mattress cover material is excluded from this seven (7) year warranty.

3-Year Limited Warranty

Optional CloudCoil Sleep Sofa Mattresses are under warranty against defects in materials and workmanship for three years, including the air mattress bladder; the separate electric pump is under warranty against defects in materials and workmanship for 1 year.



1-Year Cushion Warranty

Feather Soft Cushions consist of a high resiliency foam core wrapped with super-soft foam, surrounded by a balanced blend of down, feather and multi-denier polyester fibers, encased in a channeled down-proof ticking. While this breathable ticking is down-proof, and creates a feather barrier, feathers will poke through the fabric from time-to-time. This is considered normal performance and is not a defect. Feather Soft cushions are under warranty against defects in materials and workmanship. See below.

Feather Soft Cushions are under warranty against defects in materials and workmanship for 1 year.

1-Year Limited Warranty - fabrics, filling materials & fastenings

Upholstery fabrics, including slipcovers, are under warranty for one (1) year against seam slippage, fraying and dye transfer, but only if any cleaning conforms to industry standard methods. This warranty does not cover wearing, wrinkling, fading, pilling or fabric that has been treated with a dealer or consumer applied soil repellent.

Prolong the life of your fabric.

Dust and dirt promote premature fabric wear. Vacuum the surface of your furniture regularly, including the deck under the cushions, with the upholstery attachment of your vacuum cleaner. Direct sunlight can cause some fabrics to fade. Care should be taken to limit the amount of direct sun on any piece of furniture.

Foam filling materials are under warranty for one (1) year against the loss of foam resiliency.

Zippers and seams are under warranty for one (1) year against failure, including seam slippage.

Our Promise

Within the provisions, time allowances and limitations of this warranty, we promise to repair or replace, at our option, any part or parts we deem to have manufacturing or material defects.

Service

To request service under this warranty, contact the authorized Homewear Retailer from whom you purchased your Homewear furniture. The Retailer will, in turn, contact us. Certain defects may be repaired in your home with our authorization for the first two years. If the repair cannot be completed in your home, arrangements must be made with the Retailer to transport the furniture to the Retail location. The Homewear Warranty does not include the cost, if any, of transportation to or from the retail location. The Retailer will contact our Factory Service Center to schedule a pick up from the Retailer and subsequent service. The Homewear Warranty does not include the cost of transporting the furniture to and from the Factory Service Center after two (2) years from the date of purchase.

Certain information is required to process a request for service. We suggest that you keep your sales receipt and make a record of the Serial Number for each piece of furniture that you purchased. In addition, we suggest that you activate your Homewear Warranty by registering your furniture purchase with us by clicking on "Register Your Warranty" at the top of this page. You will find the Style and Serial Numbers on the white label sewn to the underside of the piece of furniture.

If either you or the retailer has moved, you may call our Customer Care Department directly at 1.800.421.7693. This warranty gives you specific legal rights and you may have other rights which vary from state to state.