

LANCASTER

Brand Promise

**We believe that furniture should be built to last.
Ours is – and we guarantee it.**

From start to finish, we take pride in the construction of our upholstery and understand that you expect a certain value for your investment. Our assurance to you is that we will continue to do our utmost to fulfill any reasonable expectations you may have regarding the quality of our furniture.

This limited warranty pertains to residential use only and applies to the original purchaser. We recommend inspection of your items upon delivery and ask that any concerns be expressed to us immediately. Lancaster upholstery is warranted to be free of defects in materials and/or craftsmanship attributable to manufacture for the period specified below, from date of delivery to the original purchaser. Re-covering and/or modifications of the frame voids all warranties as some, or all components may be damaged during the process.

Lancaster reserves the right to determine on a case-by-case basis an appropriate remedy and will work with the original purchaser to either repair or replace the defective item or parts. Lancaster reserves the right to deny any claim it considers to be the result of misuse, excessive wear, abuse, or damage. This limited warranty does not apply to floor samples or products designated "AS IS" at the time of purchase.

Frames and Springs

Lancaster warrants the original purchaser protection against manufacturing defects of our frames and springs for the lifetime of the product so long as it remains upholstered in the original fabric, has not been modified, and is used under normal wear. Variations in wood grain/pattern, and knots are natural characteristics and are not covered.

Cushions

Lancaster warrants the original purchaser protection against abnormal loss of resiliency under normal wear for five years. Abnormal wear and abnormal loss of resiliency shall not be confused with softening and flattening of the foam and fibers, which are considered normal wear, and are not defects. Lancaster encourages the purchaser to routinely rotate, flip, and fluff cushions to extend the life of both the cushions and fabric.

Sleeper Mechanisms and Mattresses

Lancaster warrants the original purchaser protection against manufacturing defects of sleeper mechanisms and mattresses for five years.

Fabrics and Leathers

COM/COL materials are not included under this limited warranty, and we will advise customers of any concerns we may have regarding the suitability of materials. Fabrics and/or leathers provided by Lancaster will be covered only by the fabric manufacturer's warranty and do not cover any damage or problems due to excessive soiling, improper cleaning, or post-production fabric treatment. Lancaster does not warrant and will not assume responsibility for colorfastness, wearing quality, shrinkage, stretching or wrinkling of any fabric or leather. Leathers characteristically exhibit natural markings which are to be expected and are not considered defective.