

WARRANTY



Upholstery & Leather

WARRANTY & CARE INSTRUCTIONS - Upholstery & Leather

Royal Heritage Home Furnishings® would like to thank you for your purchase of our upholstered/leather product. With your selection, you join hundreds of thousands of people who have decided to make a difference in their quality of life!

Register warranty: Register at www.royalheritagefurniture.com within 30 days of purchase.

Care & cleaning: Avoid direct sunlight exposure as it will bleach out the fabric or leather. For LEATHER: Clean only with leather cleaners or damp rag. DO NOT use cleaning products, solvents or dressings. Heat vents will dry out your leather.

How can I get service on my warranty? Contact your original Royal Heritage Home Furnishings® dealer. If you have moved outside the service area or your original RHHF® dealer is no longer in business, please contact us via email at warranty@royalheritagefurniture.com. Copy of original bill of sale is needed to determine original date of purchase.

What is covered? If you purchase a Royal Heritage Home Furnishings® upholstered product, this warranty covers manufacturing defects. Replacement of one piece does not automatically result in the replacement of the other piece(s). The warranty coverage runs from the original date of purchase. Repair or replacement of the product does not extend its limited warranty or begin a new limited warranty period. Cost for packaging, shipping and installation are not covered by this warranty. This warranty does not apply to conditions caused by physical damage, improper use or normal wear and tear. This limited warranty is provided only to the original purchaser. The following limited warranties are given to the original purchaser.

Frames: A LIMITED LIFETIME warranty applies to all hardwood frames. RHHF® warrants the frame to be free of defects in workmanship and materials for the lifetime of the product.

Cushions: A LIMITED LIFETIME warranty applies to all cushions and components used in the seating. All cushioning will naturally soften and possibly take body impressions with use. This is normal and not a loss of resiliency or a manufacturing defect.

Seating System: A ONE YEAR limited warranty applies to all sinuous wire springs, eight-way hand tied springs and Pirelli seating systems against breakage caused by fatigue or improper installation.

Leather: A ONE YEAR limited warranty applies to all leather covers that they are free of defects in workmanship, materials, seam slippage and cracking. Leather exhibits natural characteristics such as nicks, scars, variations of shades and wrinkles. These markings are to be expected and are not considered to be a defect.

Fabric: A ONE YEAR limited warranty applies to all upholstered fabrics against fraying and seam slippage. This warranty is not valid when heavy soiling, improper cleaning or abuse is evident. This warranty does not apply if there has been a protective chemical treatment after the original shipment to the retailer.

Sleeper mechanisms & sleep mattresses: A ONE YEAR limited warranty applies to all sleeper mechanisms and sleeper mattresses to be free of defects in workmanship and materials.

Recliner & motion mechanisms: A FIVE YEAR limited warranty applies to all recliner and motion mechanisms to be free of defects in workmanship and materials.

Accident Protection Plan: We strongly recommend you purchase an additional accident protection policy.

Contact us:

Email: Warranty@royalheritagefurniture.com

Mail: Royal Heritage Home Furnishings® Customer Service • 4660 Kenny Road • Suite C • Columbus, OH 43220

Royal Heritage Home Furnishings® branded products are manufactured under strict design and manufacturing guidelines by prominent manufacturers under license from the trademark owner, PMD Furniture Direct, Inc.

