

Repair and Return Policy

The Natural Beauty of Leather...

As an inherently natural product, no two leather hides are alike. Each can be distinguished by unique natural markings such as scarring, bug bites, wrinkles and shading variations. These natural markings are different on every hide and will appear throughout a piece of finished furniture, testifying to the authenticity of fine, genuine leather. It is the retailer's responsibility to explain these natural variations and different properties of hides and leather grades to their customer. Concerns over variations in natural characteristics are not covered by the warranty. American Leather® reserves the right to refuse a warranty claim based on our acceptable range of dye lot variances in color and hand, and the natural characteristics of scarring and marks with particular leathers.

Freight Damage:

All furniture is shipped F.O.B. Dallas. If damage occurs during the shipping process, a freight claim must be made directly with the freight carrier. If no claim is made, the retailer will be responsible for all repair and shipping costs associated with this claim.

1. **Freight damage noted upon delivery:** If product is found to be freight damaged while the truck driver is still present, the Bill of Lading **MUST** be marked **SHIPPING DAMAGE**, with the details noted and driver's signature. The freight company is then responsible for opening a freight damage claim.
2. **Concealed freight damage:** If product is found to be freight damaged after the shipping agent has departed, it is the responsibility of the retailer to call the shipping company and open up a shipping damage claim. Failure to do so will result in the freight company refusing to pay for any repair or shipping costs.
Any repairs from this point will be payable by the retailer.

Freight claims can be repaired locally at your facility, or they can be returned to the factory for repair. Freight claims that are returned to the factory must have a return authorization number (R/A) prior to being returned. The freight carrier is responsible for all transportation costs associated with the freight claim.

Warranty or Repair:

If a problem arises once the furniture has already been delivered to a retailer's store or warehouse, or to the customer's home, it is the responsibility of the retailer to inspect and document the problem before requesting an R/A number on an American Leather® Service Requisition Form. Photographing the furniture as part of the retailer's documentation will help expedite a repair authorization. In order to receive an approval to return furniture to the factory the retailer must have the following:

1. A completed Service Requisition Form faxed to the factory.
2. Photographs of the problem sent to the factory or have a factory representative inspect and fax the factory a Service Requisition Form with details of the problem.

Once proper documentation has been presented to the American Leather® Support Services Department and the factory, at its sole discretion, determines that a warranty problem exists, an R/A number will be issued within one business day via fax.

Repair and Return Policy

Warranty or Repair (continued):

The retailer must follow the return procedures including shipping methods, weights, and freight class outlined on the R/A to ensure timely and accurate processing of the return. The factory will accept only pieces specifically listed on the R/A form. All charges related to unauthorized shipments or pieces will be billed to the customer. If a product is found to be defective, American Leather® will repair or replace, at its option, the defective workmanship or materials. American Leather® reserves the right to arrange local repair. The cost of packing and shipping the product to and from the factory is not covered by warranty unless expressly arranged by American Leather®. Failure to obtain an R/A number prior to any repair action or unauthorized return of products to the factory may void the warranty. All R/A's must be handled within 10 days from the date of issue, after which time the R/A will no longer be valid. Defective merchandise will not be accepted as credit towards different merchandise. Furniture that has been in the customer's home and shows any signs of use cannot be returned for credit and can only be repaired and returned per the warranty.

Mechanism Warranty

American Leather® provides warranty on mechanisms for Comfort Air™, Comfort Sleeper®, Comfort Recliner™, Comfort Theatre®, Re-Invented Recliner™, and Style In Motion®.

Product	Mechanism	Power Battery	Warranty
Comfort Air™	•		Ten-year warranty
Comfort Sleeper® Comfort Sleeper® Silver	• •		Ten-year warranty Five-year warranty
Comfort Recliner™ Comfort Theatre®	• •	•	Ten-year warranty Five-year warranty One-year warranty
Re-Invented Recliner™ All other recliners	• •		Three-year warranty Three-year warranty
Style In Motion®	•	•	Three-year warranty One-year warranty

Lifetime Limited Warranty:

American Leather® provides a lifetime warranty on the frame and suspension of this piece of furniture. American Leather® also warrants this piece of furniture to be free of defects in workmanship and materials, other than frame and suspension for five years from the date of purchase.

Defects in workmanship and materials are defined, for the purpose of this warranty, as causing the product to be unsound structurally or mechanically, or altering the appearance other than that of normal usage and does not apply to defects resulting from misuse, accidents, or negligence. If a defect is found in this product, American Leather® will repair or replace, at its option, the defective workmanship or material.

American Leather® reserves the right to arrange local repair, and the cost of packaging and shipping to and from the factory is not covered by this warranty unless expressly arranged by American Leather®. Claims under this warranty should be made to the retailer where the product was purchased or through a retailer authorized by American Leather®. The dated receipt should be retained for proof of purchase.

This warranty is offered to the original owner and is not transferable. This warranty gives you specific legal rights. You may have additional rights which vary from state to state.