

Limited Warranty

The manufacturer's products are warranted against defects in material and workmanship while owned by the "Original Purchaser". The term "Original Purchaser" is defined as the party or entity which purchases this manufacturer's furniture from an authorized retailer as shown by the original sales receipt. This warranty does not apply to "as is" or previously owned products.

The manufacturer warrants its products to be free from defects in materials and workmanship (normal wear and tear, fading and stretching excepted), for one year from the date of purchase, except as provided below under the limited warranty. The exceptions or exclusions to this warranty are as follows:

1. Any warranty claim that is submitted after the limited warranty period, or without proper proof of purchase will not include the cost of parts, labor, or delivery.
2. This warranty shall not apply to the manufacturer's products which have been subjected to misuse, neglect, alteration, modification, or attachments, either caused by the Original Purchaser, shipping, storage, accident, fire, flood, or acts of God.

In the event of a defect in material or workmanship covered by this warranty, the manufacturer will repair or replace, at their discretion, without charge the warranted parts within a reasonable amount of time. We reserve the right to require damaged parts be returned to us upon request. Natural markings such as scars, brands, grain variations, wrinkles, color variations, etc. will be considered normal characteristics and not construed as defects.

For claims or questions concerning this warranty, please contact customer service department on the web at www.trueinnovations.com. Be prepared to provide your name, address, daytime phone number, the model and purchase order number of the product, date of purchase, and the website where it was purchased. The manufacturer requires that the original sales receipt be submitted with all requests to confirm that you are the Original Purchaser according to our written warranty.

This warranty gives you specific rights, and you may also have other rights, which vary from state to state (or country to country). All warranties are limited to the Original Purchaser for normal use. Should you prefer to speak with a service representative, you may call toll free: 1-855-372-2315 (U.S.) or 0-800-051-6775 (U.K.).

