



Wood is a natural material with variations of color, shade, configuration, streaks and grain structure. Each individual piece of Futon Shop furniture has characteristic markings that will differ from photo and showroom samples.

- 1) Do not expose your furniture to heat or liquids.
- 2) Avoid using oil/thinner based furniture cleaners. Use water based cleaners or a damp cloth only.
- 3) Articles such as glasses, bookends, flowerpots and hot cups and dishes should have a cloth or felt type pads on them. Beware of some felt pads that have a pre-glued side as some of these adhesives contain chemicals that can damage the finish.
- 4) Always remember to lift objects rather than slide them across the finish.
- 5) Tighten nuts & bolts every few months to avoid wear & tear, especially on moving parts.

We at The Futon Shop recognize that our customers expect us to support our quality products. Our warranties are a function of the products you have purchased. WE WARRANT TO THE ORIGINAL PURCHASER THAT THE PRODUCTS YOU HAVE PURCHASED FROM THE FUTON SHOP WILL BE FREE FROM MANUFACTURER DEFECTS IN MATERIALS AND WORKMANSHIP FOR THE AMOUNT OF TIME SET FORTH BELOW.

All warranties run from the date of purchase.

- Hardwood frames Limited Lifetime Warranty of 5 years.
- Metal Frames Limited Warranty of 1 year
- All upholstered sofa beds or “click clack” has a 6 month warranty (only on the click-clack mechanism)
- Platform beds frames Limited Warranty of 1 year
- Case goods Limited Warranty of 1 year
- Futon mattresses seams, tacking & zippers are Limited Lifetime Warranty of 7 years (once the futon mattress is taken home, a futon mattress is not returnable)
- Slipcovers & pillows: seams & zippers are Limited Lifetime Warranty of 7 years

All warranties are Limited warranties. **Limited warranties** cover *manufacturer defects only and do not cover normal wear and tear or damage resulting from neglect, accidental or intentional damage, institutional or commercial use, or exposure to extremes temperature, humidity or to weather.*

Your LIMITED WARRANTY RESPONSIBILITY

We will repair or replace the defective part of product at our discretion in the event of a defect occurring during the warranty period, which we determine to be the result of defects in materials or workmanship. **It is mandatory for customer to email us a photograph of the defect/damage area to rma@thefutonshop.com.** If you wish us to pick up furniture items regarding warranty issues, this can be arranged by calling the original purchase location or the nearest store location. ***All pickups and deliveries will be charged at our standard delivery rates.*** If we determine at our discretion that there is a defect covered by our warranty, we will take responsibility to repair or replacement as set forth above. If we cannot repair or replace an item, we reserve the right to substitute a substantially similar part or product, or to pay to you a pro-rated portion of the purchase price of the defective product based on the length of time you have owned the products as compared to the length of the warranty period. Any such payment shall be paid in full satisfaction of all claims for breach of warranty, which you might have against The Futon Shop. Thank you for your business!

The Futon Shop: www.TheFutonShop.com ~ 1 800 44 FUTON