

McNeilly Furniture

Warranty Information Sheet

The following warranty guidelines apply to new McNeilly Furniture upholstered furniture and are granted to the consumer who makes the original purchase of our products. The term **lifetime** means the warranty applies under what is considered normal household use for the **useful life of the leather or fabric**. It will not cover any form of misuse, negligence, or accidents resulting in the damage of the product. **To obtain service under the following warranty the original purchaser should report any problems to their furniture dealer or retailer.**

Frames – 5 Year Limited Warranty

All frames are made of hardwoods or laminated hardwoods designed and engineered to give the consumer many years of comfortable seating pleasure. Our design team develops the frames with the use of a CAD (computer aided drawing) system and literally assembles the individual frame parts in a three dimensional model to ensure that all joints fit together perfectly. The next step calls for a sample cut and assembly of each style to double-check for correct fit and structural integrity. All frames are designed with interlocking or double doweled joints complimented with plenty of glue and heavy gauge staples. All corner blocks are glued and screwed for greater stability. This warranty covers the original purchaser at retail and is valid as long as the original cover or leather remains on the product.

Cushions – 1-Year Limited

Our standard seating is our Ultra Plush Spring Down cushioning system. Pocketed coil springs are encased in a high density foam core. The cushion is then wrapped with a layer of special fiber, topped with a mixture of down and feathers that adds a soft, very plush feel to our seating. Each cushion is placed inside of a sewn down proof tick. Most companies offer this cushion at an upgrade price while we offer it in our standard pricing.

Please keep in mind that the loss of resiliency should not be confused with a slight softening of the seat cushion that will occur as a result of normal use and aging of the product.
Our Ultra Plush Spring Down cushioning has a soft layer mix of down, feathers, and fiber.

Backs – One Year Warranty From Date Of The Original Purchase

Our standard backs and throw pillows contain a 100% polyester conjugate fiber filling material. These fibers create a supple back support system, yet offer amazing resilience during normal use of our products. Both the polyester fibers and the non-woven ticking material that encases them are non-allergenic for those with health concerns. Each back contains risers sewn inside the outer tick to allow even distribution of the polyester fibers. Fiber backs and throw pillows work similar to bed pillows and should be fluffed periodically to keep their original shape and to evenly distribute the fibers to maintain overall comfort.

Seating Suspension – 5 Year Limited

Our seating suspension system consists of what we feel is the product of the future. It will give you many years of trouble free operation. A high resilient webbing product that is stretched to the correct tension for maximum ride and comfort supports all seating. This product offers consistent seating that does not vary much over time. This product has been thoroughly tested over thousands of cycles and retains its integrity. Our seat suspension system allows us to produce products that not only are very comfortable, but also will give you and your family years of relaxation and enjoyment. This warranty covers the original purchaser at retail and is valid as long as the original cover or leather remains on the product.

Hardware (Residential)

Manual Reclining mechanisms have a **five year warranty** against defective materials or workmanship. Power mechanisms have a one year warranty. If a recliner mechanism has to be replaced after one year we ask that the customer be responsible for shipping charges. Bed units have a three-year warranty against defective materials and workmanship. Swivel gliders have a one-year warranty against defective materials and workmanship.

Our mattress units are a 5" kingsdown and have a one-year warranty against defective materials and workmanship.

Fabrics & Leathers

Our leather and fabric vendors do not guarantee or warrant their products for colorfastness or wear. McNeilly Furniture makes it a practice to select the best products in the marketplace that will wear and last, but we cannot honor nor accept charge backs, adjustments, claims against failure of a leather or fabric to maintain its durability or color fastness for an indefinite period of time. We will work with our customers and our vendors to resolve any issues that we can, but we cannot assume responsibility for failure of fabrics and leathers to maintain their full integrity under all circumstances. Many times body oils and medicated creams will interact with leathers to create fading, hardness, and other issues.

Warranty Limitations

The following items are not included in any warranty coverage:

- ⊗ Wear durability, or color fastness of leathers.
- ⊗ Wear durability, fading, or piling of fabrics.
- ⊗ Any defects in upholstery fabrics.
- ⊗ Any condition resulting from after-treatment fabric products.
- ⊗ Any condition resulting from incorrect or inadequate maintenance or care.
- ⊗ Any condition resulting from any use which the product was not designed.
- ⊗ Any condition resulting from other than ordinary residential wear.
- ⊗ Any condition resulting from negligence, misuse, accident, or commercial usage
- ⊗ Pickup or delivery charges for any local repairs.

McNeilly Furniture will repair or replace at our option any part or parts of the product found to be defective within the terms of the warranty. There are no warranties, expressed or implied, offered by our company other than those herein described in this document. Repairs will be made without charge for materials, labor or transportation between authorized dealer locations and our factory as long as the consumer sends notice of the defect within one year from the date of retail delivery of the furniture.

After one year McNeilly Furniture will not be responsible for transportation and handling between any authorized dealer location and our factory. The warranties set forth in this document are exclusive and in lieu of all others, oral or written, express or implied, and in no event will McNeilly-Furniture be liable to you for any damages, including incidental or consequential damages, arising out of the inability to use this product. There are some states that do not allow limitations on how long an implied warranty lasts or the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. This warranty gives you specific legal rights and you may also have other rights, which vary from state to state. Any questions on information about our products or concerning our warranty should be addressed to the following:

Customer Service

McNeilly-Furniture

P.O. Box 720

Fallston, NC 28042-0720