

## WARRANTY INFORMATION

# CHEERS/MANWAH – MW HOME MOTION WARRANTY INFORMATION

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### Limited Warranty

**Man Wah's warranty is a non-transferrable warranty.**

**The warranty is valid only to the original purchasing consumer at the original delivery address.**

All warranties are to the retailer and covers only articles of furniture intended for residential use only, does not cover any industrial, commercial, institutional, or rental use. To exercise rights under this warranty, proper documentation, i.e. photography, purchase order, manufacturer's barcode label, retail sales order to consumer, and or any other pertinent information requested, is required. ManWah reserves the right to repair or replace furniture within the warranty period based upon the documentation received from the retailer as support of a claim for consideration.

### Frame- 5 years

Our hardwood frames are warranted to be free from defects in workmanship, materials and construction for five (5) years from date of purchase. Defects in workmanship and material are defined, for the purpose of this warranty, as causing the product to be unsound structurally or mechanically, or substantially altering the appearance of the piece. This warranty covers normal everyday use and does not apply to defects resulting from misuse, accident or negligence, or improper installation or handling by delivery service or consumers.

### Suspension- 5 years

Springs and webbing are warranted to be free from defects in workmanship, materials and construction for five (5) years from date of purchase. Defects in workmanship and material are defined, for the purpose of this warranty, as causing the product to be unsound structurally or mechanically, or substantially altering the appearance of the piece. This warranty covers normal everyday use and does not apply to defects resulting from misuse, accident or negligence, or improper installation or handling by delivery service or consumers.

### Leather- 1 Year

The warranty covers normal, everyday wear, however there are some contingencies that cannot be covered. These are: cuts, burns, stains, soiling or damage caused by pets; unreasonable use or improper installation of the fabric; or commercial, non-residential or rental use.

Excluded from warranty are:

- stretching;
- dye lots;
- damage resulting from exposure of the leather to direct sunlight, extreme heat, bright lights or similar conditions and any resulting discoloration.

Leather's natural markings such as scars, brands, grain variations, wrinkles, etc., will be considered normal characteristics and not considered as defects. Nature's trademarks leave no two cowhides the same, so color variations could occur.

Where there is evidence of soiling, improper cleaning, body oils, abuse, or where the fabric or leather has had some form of chemical applied, the fabric / leather warranty will not apply.

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### **RECOMMENDED LEATHER CARE:**

- If necessary, clean immediately with mild soap with no additives (non-concentrated) diluted in lukewarm distilled or purified water on a soft clean white towel. Always try to clean in a small hidden area first. This cleaning method is recommended for corrected leathers, not for natural grades of leather.
- For oil, grease, or stubborn stains consult a Professional Leather Care company.
- Does not use bleach, oily substance, or strong detergent (including laundry detergents).
- Keep ink, fluids, body oils, chemicals and sharp objects away from upholstery.
- Exposure of leather to direct sunlight or extreme light sources may cause fading and damage.
- Do not use any heat lamps or hair dryers on the leather.
- Do not place over or near a direct heat source.

### **Fabric - 1 Year**

Fabric and vinyl are warranted ONE (1) year from date of purchase against wear under normal use, care, and condition. This does not cover shrinkage, piling, or fading due to chemical after-treatments or improper cleaning. Use of chemical treatment or improper cleaning voids the warranty. The ONE (1) year warranty does not apply to fabric articles Bolero and Banner.

### **Performance fabrics: - 3 Years**

The following performance fabrics articles (**COUNTRY LIFE / BIGGIE / CHENTEX / BENTLEY / BANNER / BOLERO / RIBBIT / COSMIC**) are warranted THREE (3) years from date of purchase against wear under normal use, care, and condition. This does not cover shrinkage, piling, or fading due to chemical after-treatments or improper cleaning. Use of chemical treatment or improper cleaning voids the warranty.

### **Stitching - 1 Year**

Stitching or and seams are warranted for ONE (1) year from the date of purchase under normal use, care, and condition.

### **Seating/Cushions/Fill- 1 Year**

Man Wah warrants seating against abnormal loss of resiliency of the upholstered furniture, for ONE (1) year from date of purchase, as long as it is used under normal wear and other normal conditions. Abnormal wear and abnormal loss of resiliency should not be confused with softening and flattening of the foam and fibers, which are considered normal wear, and are not defects.

### **Mechanism- 3 Years**

Reclining mechanisms and mechanism rails are warranted to be free of defects in manufacturing and workmanship for THREE (3) years from the date of purchase. After the first year from date of purchase, this warranty only covers parts and materials necessary for repairs and does not cover labor. Motion Furniture Contains Moving Parts and Safety Precautions Should Always Be<sup>1</sup> Observed When Operating and / or Handling. Children should not be left unattended near motion furniture. Keep hands and feet from underneath motion furniture at all times. Motion furniture should only be operated when sitting in the furniture as intended.

### **Mechanism Mechanical Release Handles - 1 Year**

Mechanical (non-electric) mechanism release components (pull handles, direct drive releases, etc) are warranted to be free of defects in manufacturing and workmanship for ONE (1) year from the date of purchase. Motion Furniture Contains Moving Parts and Safety Precautions Should Always Be Observed When Operating and / or Handling. Children should not be left unattended near motion furniture. Keep hands and feet from underneath motion furniture at all times. Motion furniture should only be operated when sitting in the furniture as intended.

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### Electrical Components - 1 Year

Electric motors, electric push button mechanism release, heater units, massage units, wiring, hand wands and all other electrical components are warranted to be free of defects in manufacturing and workmanship for ONE (1) year from the date of purchase. **Care should be taken that the metal frame is not set upon any electrical cords.** Extension cords are not recommended for use with electrical motion products. If extension cords are used they should be UL approved and a minimum of 14 gauge used for small appliances. Variant difference in voltage/current ratios can damage electrical components. Electrical components should be plugged in only to properly grounded outlets. Electrical components should not be placed in a wet or damp area which could risk shock or fire. Motion Furniture Contains Moving Parts and Safety Precautions Should Always Be Observed When Operating and/or Handling.

Children should not be left unattended near motion furniture. Keep hands and feet from underneath motion furniture at all times. Motion furniture should only be operated when sitting in the furniture as intended.

### Floor Damages:

ManWah is not responsible for floor damages incurred from improper moving of the furniture such as pushing or dragging it across the room rather than picking it up. The legs are not plastic slides to be used for movement of furniture.

Furniture should be picked up for movement and always lifted from the bottom sides of the unit by at least two people. Do not lift from the front or back as this can damage the mechanism or rail.

### Exclusions/Exceptions:

This warranty specifically excludes claims for:

- Improper maintenance, improper handling, improper use, abuse or acts of God.
- Product modifications by dealers, consumer, or other parties not authorized by ManWah.
- Floor samples sold or product sold "AS IS" at the time of purchase.
- Minor variations or differences between floor sample printed illustrations and sold furniture;
- Cost of packaging and transportation costs to and from the manufacturer, retailer, or other repair point as determined by ManWah' and shipping to and from ManWah.
- Interpretation of defects caused by misinformation or the negligence in disclosure by the retailer.
- Damage caused by cuts, burns, stains, soiling or damage caused by pets.
- Application of chemicals, cleaners, or conditioners not endorsed by ManWah.
- Floor damages incurred from improper moving of the furniture such as pushing it across the room rather than picking it up.
- Warranty does not cover minor variations or differences between floor sample printed illustrations and sold furniture.
- Some retailer applied after-treatments for stain protection may void the warranty.

This warranty supersedes and replaces all implied warranties of merchantability and use for a particular purpose.

**This warranty does not extend to furniture that has been exchanged or replaced by the retailer as settlement of an original claim for defective merchandise.**

This warranty does not cover any incidental or consequential damage. This includes loss of time, usage, or money. In no event shall the responsibility of Man Wah USA (Cheers) exceed the purchase price of the product or its replacement. If identical materials are not available at the time of repair, Manwah USA reserves the right to substitute materials of equal quality and value. Man Wah cannot accept responsibility for further damages caused or injuries sustained that may result from the attempt of a "self repair" by a consumer.

**Man Wah recommends only trained service technicians attempt repairs to their motion furniture.** ManWah will only supply instructions or make repair recommendations to the retailers' trained repair personnel. Extra care should be taken when trained technicians work on motion furniture due to moving parts. No attempt should be made to inspect or repair furniture until all precautions have been taken to avoid injuries.