

WARRANTY

Fig & Cherry warrants that the frames and suspension used in its indoor products will carry a lifetime limited warranty. All other components will be free from defects in workmanship and materials under normal use and service for a period of one to three years from the date of purchase. Limited warranties are non-transferable. The limited warranties are given to the original retail purchaser of Fig & Cherry furniture products.

Modifications to Fig & Cherry product outside of Fig & Cherry factory specifications voids warranty. Consumers do so at their own risk.

There is no promise to repay or replace Fig & Cherry product – only to repair as per our warranty, at Fig & Cherry's sole discretion.

The warranty does not apply to Fig & Cherry products that have been subjected to abuse, accident, modifications, improper handling or installation or repairs made by anyone other than an authorized Fig & Cherry representative.

The warranty may not apply to Fig & Cherry products where use of product has not been evenly distributed.

This warranty does not cover the following:

- Rental, business, commercial, institutional or other non-residential uses;
- Products purchased second-hand, as-is, or as final sale;
- Products purchased from distressed or liquidation sales;
- Products deemed misused, mishandled, altered, abused;
- Any external warranty plan or product which may be sold by retailer as extra protection warranty;
- Any condition resulting from unusual usage;
- Inadequate maintenance, cleaning or care.

WARRANTY POLICY

Fabric

Fig & Cherry warrants that the upholstery fabric on each piece of furniture will be repaired or replaced as best determined by Fig & Cherry if the fabric fails to give at least one year of normal wear.

The Fig & Cherry warranty does not cover any damages to our products due to improper use, excessive soiling, dye transfer from clothing to the cover, pet damage, improper or unapproved cleaning, chemical treatments, exposure to direct sunlight or color fading. Any of these occurrences will make the warranty void.

The Fig & Cherry warranty covers all fabric materials against seam slippage, fraying and splitting. The Fig & Cherry warranty does not cover tearing, relaxing, pilling, shrinking or fiber migration. Flattening of nap on velvet or high pile chenille and microfiber are inherent characteristics of a soft, plush fabric and are in no way considered manufacturer's defects.

Frames and Suspension

All products manufactured by Fig & Cherry should bear a lifetime (25 year) pro-rated frame and suspension warranty. This warranty does not cover defects or damage caused by or resulting in negligence by the user or mover of the product or accident, improper care, maintenance, repair and failure to follow directions for proper use. Fig & Cherry warrants all frames to the original retail purchaser to be free from material and manufacturing defects. After one year the frame warranty covers replacement parts only.

Fig & Cherry warrants all spring construction to the original retail purchaser against spring breakage caused by metal fatigue or spring clips loosened from the frame. After one year the spring warranty covers replacement parts only.

Foam

The foam products used in Fig & Cherry seat and back cushions shall bear a 3-year warranty against excessive loss of resiliency. Note that all foam will soften initially, and this is considered normal.

Foam is warranted against collapsing. All foam will soften naturally over time and is in no way considered a manufacturer's defect. Preventative measures can be taken to reduce softening, such as minimizing pressure/leaning on side rails, or footboards. Additional measures can be taken by using a pillow or soft support before leaning on the headboard.

For more consistent relaxing of your seat cushions, change your seating position regularly and use each seat cushion in rotation equally. Fiber-filled and fiber-wrapped seat cushion tops, backs and arms will lose loft or fullness with prolonged use. Regular fluffing will help prevent internal fibers from matting and help to prolong the vibrancy of these products.

After one year from the date of purchase, based on the type of foam purchased, Fig & Cherry will be responsible for replacement cushion cores only. The original retail purchaser will cover all costs associated with labor, packing, shipping and transportation.

Exposed Wood

Exposed wood parts shall carry a 1-year limited warranty against material defects.

In order to extend the lifetime of the wood surfaces, use a soft fiber cloth dampened with water, wipe surfaces and immediately wipe dry with a soft cloth

Moving components

Fig & Cherry warrants all mechanisms for three years from the date of purchase to be free from material or manufacturing defects. Year 2 & 3 mechanism warranty covers replacement parts only.

Transportation and Handling

If furniture is damaged upon arrival, whether it is visible or concealed damage, you must make a claim against the carrier immediately. Fig & Cherry's responsibility ends with the carrier accepting the goods in good order at our factory. It is the buyers' responsibility to ensure the goods received match the quantity and quality of that shown on the packing slip and bill of lading. In the case of a freight claim where the customer requires saleable goods immediately, he should place a new and chargeable order. This will ensure immediate delivery while the freight claim is pending.

Transportation and Insurance

Fig & Cherry does not insure beyond the carriers' liability. If extra insurance is desired by the dealer, this should be indicated on the purchase order to Fig & Cherry and all costs will be the responsibility of the dealer.

Fig & Cherry assumes no liability or consequential damage of any kind. The purchaser, therefore, by acceptance of this product, will assume all liability for the consequences of its use and misuse by the purchasers or others. This warranty is in lieu of all other warranties, guarantees, obligations, or liability expressed or implied.

Warranty Handling

The following procedure should be used when initiating a Fig & Cherry claim:

To make a warranty claim or to inquire about concerns with your Fig & Cherry product, please contact the authorized Fig & Cherry retailer from where the original purchase was made.

When making a claim under this warranty, proof of purchase with the original bill of sale is required. Should it not be available, Fig & Cherry reserves the right to deny a claim. Fig & Cherry reserves the right to request photo verification and/or the return of defective parts to its factory for evaluation.

Should furniture require service, all shipping charges will be the responsibility of the customer. Once our Service Department has verified the warranty claim, we will repair or replace the product at our option and return freight prepaid to the dealer only.

FIG & CHERRY

If our Service Department cannot verify a defect covered by our warranty, we will contact the dealer for further instructions. If repairs are to be made, a purchase order should be issued for the repair, replacement and return of the goods collected, at an agreed pre-determined cost.

Repairs under \$50.00 may be authorized by our representative or territorial manager if a local repair service is available. We will not accept any repair, inspection or debit charges, etc., if authorization was not obtained.

Cautions and Safety

Do not move furniture in your home without carefully wrapping, including corners and feet or the bottom of the furniture, with a protective covering. This will help avoid damage to floors and/or wall surfaces, as well as help to prevent damage to the furniture itself. Using the arms to lift and move the piece, or sitting and standing on them can cause irreversible damage to the product.

Do not move furniture on bare hardwood floors. At all times, place the furniture on a protective area rug or protective hardwood felt pads. This will protect your hardwood floors from potential scratches.

Do not expose leather or fabric to ink, bleach, oily substances, fluids, body oils, strong detergents including laundry detergent, chemicals and sharp objects as these may cause potential damage.

Do not sit, stand or place heavy objects on product arms.

If you have questions, contact your authorized Fig & Cherry retailer or contact us at www.figcherry.com

Labor warranty coverage and limitations

Fig & Cherry offers a 1-year warranty for labor and workmanship applying to all its upholstered furniture. Fig & Cherry products are warranted to the original retailer to be free from manufacturing and parts defects. The warranty takes effect from the date of delivery to the retailer.

Within one year from the date of delivery, Fig & Cherry will pay, at no charge to the original retail consumer, customary labor rates to repair or replace the defective parts. Under this warranty, the sole liability of Fig & Cherry is limited to repair, or at its sole option, parts replacement. Shipping charges for replacement parts will be assessed after the first year of warranty. Should service be required under the first year of warranty then the initial service inspection will be covered by Fig & Cherry. Fig & Cherry will not be responsible for any transportation costs except for extenuating circumstances and as approved in advance by Fig & Cherry.

For clarity, should inspection deem that no repair is necessary then initial service fee will be payable by end consumer to the third party.

After one year, the original retail consumer will be responsible for all costs related to labor.

The term "defect" as it is used in this warranty is defined as a flaw or deficiency that affects the intended use for which the product was manufactured.

The Fig & Cherry warranty provides coverage to the original retail consumer only where the purchase has been made from an authorized retailer of Fig & Cherry and therefore is non-transferable to any second or third party.

Fig & Cherry does not endorse and is not responsible for coverage of any extended warranty plan consumer may purchase through their retailer.