

WARRANTY & SERVICE INFORMATION

Thank you for choosing Carlyle. You have purchased heirloom quality upholstery that will bring you years of enjoyment. Our products are made with the finest materials and are created by the best craftsmen. Please read the terms of the Carlyle Limited Warranty Coverage carefully. Retain your proof of purchase and this printed warranty to substantiate a claim in the event warranty service is required.

Standard Service Charges will apply to all service requests received after 30 days from date of delivery at \$150/per visit within a 25 mile radius from 1 Columbus Circle. Additional charges will apply based on distance from 1 Columbus Circle.

Limitations on Warranty

Warranties extend to the original purchaser only and are not transferable. The warranties do not apply to rental, business, commercial, institutional or other non-residential use. The warranties do not apply to any damage caused by improper use or abuse occurring after the date of delivery. Such damage, improper use or abuse will void all warranties. All warranties are subject to the availability of repair or replacement parts. Client will be advised on cost of parts and labor after the service inspection if determined the issue is outside of warranty terms.

Within One Month

We recognize that a customer may wish to change their cushion fill if they are not satisfied with their original choice. Within the first month after the delivery date, the cushions fills may be changed at no additional charge unless the client is upgrading from the original cushion fill. In this case, The Standard Service Charge will be waived however upgrade charges will apply.

Descriptions	Parts Coverage
Frame and Spring System	
Wood Frame and Parts	Lifetime*
Springs and Spring Systems	Six Months
Feet, Wood and Metal Bases	Six Months
Mechanisms	
Swivel and rocker mechanisms	Six Months
Reclining Mechanisms (manual & electric)	One Year
SteelWeave ® Mechanism	Five Years
Cushions and Pillows	
Seat Cushions and Back Cushions	Six Months
Accent Pillows	No Coverage
Fabric and Leather	
Ultrasuede ®	10 Years**
Fabrics and Leathers	No Coverage
Mattresses	
Sleeper Mattresses	One Year
Air Dream Mattress	One Year
Air Dream Motor, Bladder and Valve	One Year

*Warranty applies to new product in the original deliver to location. Warranty is void if the service problem is due to abuse, tampering, accident, or normal wear and tear as well as if the product has been recovered or moved since the original delivery.

**Toray Ultrasuede International America, Inc. provides a Ten-Year Limited Warranty against defects occurring in Ultrasuede® brand fabric used in residential upholstery. Ultrasuede warranty is not applicable on cut yardage. It is the client's responsibility to complete the registration card and submit it to Toray.

***Floor Samples are sold as is and are expected to perform under normal circumstances. Mattresses, hardwood frames and Steelweave® mechanisms will be covered under normal warranty provided the floor sample was delivered by our company. Floor samples picked up from the showroom or factory will be void of warranty.