

Gus Upholstery Limited Warranty



Upholstered Sofa, Sectional Frame and Springs Limited 10 Year Warranty Upholstered Bed Frame, Ottomans, Accent Chairs and Mechanism or Components Limited 1 Year Warranty

All Gus* upholstery is warranted against defects in material and workmanship. The warranty applies to standard household use and is warranted under normal care and maintenance from the date of purchase. Upon determination of warranty defect, Gus Design Group Inc. reserves the right to replace or repair the product at its sole discretion. The decision will be based on the product itself, the level of damage, and the feasibility of a proper repair.

The integrity of the upholstered frame will remain intact over time providing it is used appropriately. Sitting on the back or arms, jumping, or rough handling/play on the upholstered piece is not recommended nor covered by this warranty. Do not drag the upholstered piece over rough surfaces. If the upholstered piece needs to be moved, it must be lifted; as pushing or dragging it, even on smooth surfaces, may cause the seams and other parts unnecessary stress.

Cushions and Foam Limited 1 Year Warranty

During the first few months, the foam padding of your upholstered piece will become softer. This process is normal, and it should be expected that there will be a slight softening effect as the polyurethane adjusts to regular use. This is not to be confused with a loss of foam resiliency.

Fabric and Vinyl Limited 1 Year Warranty Leather Covering Limited 2 Year Warranty

For the care and maintenance of our Gus* fabrics and leather please refer to the details outlined in the Care and Maintenance Guide. This warranty does not cover damage due to improper cleaning and care of upholstery coverings or the use or misuse of any recommended cleaning methods.

As sun is a natural bleaching agent it is strongly advised that you keep our Gus* upholstery away from direct sunlight as it will weaken and discolor the covering over time and is not covered by this warranty. Heat will also damage the coverings and is not covered by warranty so it is important to position the upholstered piece at least 2 feet away from any sources of heat such as radiators and heaters.

If, at a later date, you purchase a new upholstered piece in the same covering as the one you already own, it is possible that you may notice slight variations due to dye lot variances or natural bleaching or fading in the covering and Gus* does not warrant against any such variance.

Leather is a natural product, and as such it may have subtle surface features which are unique to each piece. Certain clothing dyes, particularly those used in new denim, have a tendency to transfer onto fabric, vinyl and leather. Gus* cannot predict how these dyes will behave, and as a result we cannot warranty against the resulting transfer.

Case goods/Accent Tables/Dining Products/Lighting Limited 1 Year Warranty

All Gus* Case Goods, Accent Tables, Dining Tables and Lighting are warranted against defects in material and workmanship. The warranty applies to standard household use and is warranted under normal care and maintenance from the date of purchase. Upon determination of warranty defect, Gus Design Group reserves the right to replace or repair the product at its sole discretion. The decision will be based on the product itself, the level of damage, and the feasibility of a proper repair.

The integrity of your Gus* furniture will remain intact over time provided it is used appropriately. Improper case or use, improper storage, accidents, abuse or negligence, commercial use or rental use will void the warranty. Please note that solid wood and wood veneer have distinctive characteristics which are not considered defects. Warranty coverage does not apply to variations in wood grain, pattern, color or the normal expansion and contraction that can occur with wood and wood products. Wood is very susceptible to changes in humidity; therefore a humidity level of 40-55% should be maintained at all times in order to extend the life of your wood and wood veneer. Subjecting your Gus* furniture item to extreme cold or heat will also void the warranty.

Warranty Claims

All warranty claims must go through the original authorized Gus* retailer where the purchase was made and only the original purchaser holds the right to a valid warranty. For this reason it is important to retain the original proof of purchase. All Gus* upholstery pieces are labeled with Gus* tags which are your guarantee of a quality Gus* product. Removal of these tags will void the warranty. The warranty does not extend to any Gus* upholstery which was purchased "as is", in a distressed condition or as a floor model. The warranty does not extend to any damages the furniture receives during transportation. Any pieces damaged during transportation should be handled according to the Gus* Damage Claim Policy.

Transportation to and from the retailer on any claimed merchandise in need of repair or return to Gus* is the responsibility of the purchaser and/or retailer and not that of Gus* Design Group Inc.

Gus* reserves the right to limit any warranty in situations where the claim is deemed invalid by Gus* Design Group Inc. due to the furniture being subject to improper use, commercial use, outside alterations, neglect, accidents, improper cleaning, and direct exposure to sunlight or heat.

Warranty conditions are subject to change without notice.