

# Warranty

Salamander is proud to stand behind our products with industry-leading warranties. Should you ever encounter any problem with your Salamander product, let us know. We are here to make it right.

## **A. Scope of Warranties**

These warranties are applicable, as noted, to the following products, when used only by an original consumer purchaser under normal residential household use: (1) Archetype System, Synergy System, Chameleon Collection, (2) AV Basics by Salamander Designs, (3) Custom Seating Collection, (4) Television Mounts, and (5) Electronic Accessories. Salamander products used in a commercial environment may be eligible for coverage under Salamander's commercial limited lifetime warranties, which are available at [www.salamandercommercial.com](http://www.salamandercommercial.com). All warranties described in Sections B through F are also subject to the additional limitations and conditions set forth in Sections G.

Get the protection that you deserve, **[Register your Salamander Product now!](#)**

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Audio/Video Furniture

## **B. Archetype System, Synergy System, & Chameleon Collection**

Salamander warrants products in the Archetype System, Synergy System, and Chameleon Collection against manufacturing defects for the lifetime of the product. Salamander will repair or replace, at our option, any product defective in materials or craftsmanship. The limited warranty described in Section B also includes the Storage Ottoman and the Cache End Table, and may, in Salamander's reasonable discretion, include other built-to-order domestic furniture products (except for seating products or seating components of domestic furniture products)

## **C. AV Basics Collection Cabinets**

The limited warranties described in Section C are applicable to AV Basics by Salamander Designs products and may, in Salamander's reasonable discretion, include other imported products.

Salamander warrants against manufacturing defects for two (2) years from the date of purchase. During that period, Salamander will repair or replace, at our option, any product defective in materials or craftsmanship.

Entertainment Seating

### **C. AV Basics by Salamander Designs Limited Warranty**

The limited warranties described in Section C are applicable to AV Basics by Salamander Designs products and may, in Salamander's reasonable discretion, include other imported products.

Salamander warrants against manufacturing defects on frame, springs & recline mechanism for three (3) years from the date of purchase, and warrants against manufacturing defects on electrical components and all cover material for one (1) year from the date of purchase. Salamander will repair or replace, at our option, any product defective in materials or craftsmanship.

### **D. Custom Seating Collections Limited Warranty**

The limited warranties described in Section D are applicable to the Talia, Olivia, Alex, and Matteo Seating Collections and the Jumpseat Ottoman, and may, in Salamander's reasonable discretion, include other built-to-order domestic seating products. These warranties cover the repair or replacement of any defective material as listed below:

**FRAME AND SUSPENSION:** Salamander warrants the frame and suspension against manufacturing defects for the lifetime of the product.

**RECLINING MECHANISM:** Salamander warrants the reclining mechanism against manufacturing defects for the lifetime of the product. Electrical components of power recline mechanisms are contained in a separate term of this warranty and are not implied in this portion.

**SEAT CUSHIONS:** Salamander warrants the seat cushion core from collapsing due to manufacturing defects for two (2) years from the date of purchase. Please note that all foams and composites naturally soften with use. This softening does not constitute a defect under the warranty.

**UPHOLSTERY FABRIC AND LEATHER:** Salamander warrants the fabric and leather covers due to manufacturing defects that result in seam failure, fabric separation, nap loss, leather splitting, natural scars opening, premature fading or pilling under normal conditions for one (1) year from the date of purchase. The fabric limited warranty does not apply where there is evidence of excessive soiling, improper cleaning, abuse, or where the fabric has had a chemical treatment applied by the retail dealer or the consumer.

**ELECTRONIC AND POWERED COMPONENTS:** Salamander warrants the electronic and powered components of the products covered by Section D against manufacturing defects for one (1) year from the date of purchase.

AV Furniture Electronic Accessories & Leon Speakers

## **E. Electronic Accessories Limited Warranty**

The limited warranties described in Section E are applicable to electronic accessories sold by Salamander. Salamander warrants against manufacturing defects for two (2) years from the date of purchase. Salamander will repair or replace, at our option, any product defective in materials or craftsmanship

### **Leon Speaker Warranty for Passive Loudspeakers**

Leon Speakers (“Leon”) provides a five (5) year Limited Warranty to the first end-user purchaser that this Leon product (“Product”), when purchased from Salamander Designs, will be free from defective workmanship and materials for the period stated herein. Leon will at its option and expense during the warranty period, either repair the defect or replace the Product with a new or remanufactured Product or a reasonable equivalent.

### **EXCLUSIONS:**

TO THE EXTENT PERMITTED BY LAW, THE WARRANTY SET FORTH ABOVE IS IN LIEU OF, AND EXCLUSIVE OF, ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, AND IS THE SOLE AND EXCLUSIVE WARRANTY PROVIDED BY LEON. ALL OTHER EXPRESS AND IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY, IMPLIED WARRANTY OF FITNESS FOR USE, AND IMPLIED WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE ARE SPECIFICALLY EXCLUDED. No one is authorized to make or modify any warranties on behalf of Leon.

The warranty stated above is the sole and exclusive remedy and Leon’s performance shall constitute full and final satisfaction of all obligations, liabilities and claims with respect to the Product. IN ANY EVENT, LEON SHALL NOT BE LIABLE FOR CONSEQUENTIAL, INCIDENTAL, ECONOMIC, PROPERTY, BODILY INJURY, OR PERSONAL INJURY DAMAGES ARISING FROM THE PRODUCT, ANY BREACH OF THIS WARRANTY OR OTHERWISE. THE RIGHT TO RECOVER DAMAGES WITHIN THE LIMITATIONS SET FORTH IS YOUR EXCLUSIVE ALTERNATIVE REMEDY IF THE LIMITED REMEDY OF REPAIR OR REPLACEMENT FAILS ITS ESSENTIAL PURPOSE.

This warranty statement gives you specific legal rights, and you may have other rights which vary from state to state. Some states do not allow the exclusion of implied warranties or limitations of remedies, so the above exclusions and limitations may not apply. If your state does not allow disclaimer of implied warranties, the duration of such implied warranties is limited to period of Leon’s express warranty.

**Warranty Period for this Product:** Five (5) years from the date on the original sales receipt or invoice or other satisfactory proof of purchase.

### **Additional Limitations and Exclusions from Warranty Coverage:**

The warranty described above is non-transferable, applies only to the initial installation of the

Product, does not include installation of any repaired or replaced Product, does not include damage to allied or associated equipment which may result for any reason from use with this Product, and does not include labor or parts to repair damage caused by accident, mishandling, disaster, negligence, improper installation, misuse (including, but not necessarily limited to, overdriving the amplifier or speaker, exposing the Product to excessive heat or cold or humidity, direct water spray or immersion), commercial use, abuse, negligence, or normal wear and tear, or from service or repair which has not been authorized by Leon. This warranty also excludes normal cosmetic deterioration caused by environmental conditions

### **Obtaining Authorized Service:**

To qualify for the warranty, you must contact your authorized Leon Dealer/Installer or call Leon Customer Service at (888) 213-5015 within the warranty period, obtain a return merchandise number (RMA), and deliver the Product to Leon in suitable packaging, shipping prepaid during the warranty period, together with the original sales receipt, invoice or other satisfactory proof of purchase.

Television Mounts

### **F. Television Mount Limited Warranty**

The limited warranties described in Section F are applicable to television mounts sold by Salamander.

**MANUAL TV MOUNTS:** Salamander warrants against manufacturing defects for five (5) years from the date of purchase. Salamander will repair or replace, at our option, any product defective in materials or craftsmanship.

**MOTORIZED TV MOUNTS:** Salamander warrants against manufacturing defects for two (2) years from the date of purchase. Salamander will repair or replace, at our option, any product defective in materials or craftsmanship. Batteries are not covered by the warranty.

**EXPRESS WARRANTY LIMITATIONS APPLICABLE TO MANUAL AND MOTORIZED TV MOUNTS:** During mounting of the product, instructions for the installation and use of the television must be followed precisely. Correct mounting is essential. For maximum weights, screen size and correct application, please refer to the product installation instructions. Failure to comply with these requirements or the occurrence of any of the following circumstances will result in the termination of any otherwise applicable limited warranty:

- a. If the holes in the wall required for the installation of the product were not drilled in accordance with the instructions for use of the product, or if the product was not properly installed or used.
- b. If you (or third parties) – without Salamander’s or your Salamander dealer’s prior knowledge and permission – carried out work or repairs on the product.

c. If a defect is the result of external causes, i.e. in the case of abnormal types of damage caused by climatological, thermal, mechanical or other external influences.

d. If the product is not used in accordance with its intended use or if it is damaged as a result of negligence.

## **G. Express Limitations, Required Procedures, and Eligibility**

The limitations, conditions and procedures described in this Section G are applicable to all warranties described in this document.

### **1. Express Limitations**

The limited warranties herein described are in lieu of any other warranty, expressed or implied, including but not limited to any implied warranty of merchantability or fitness for a particular purpose. These limited warranties do not cover damages incurred in shipment, failures caused by other products not supplied by Salamander, or failures due to accident, misuse, abuse or alteration of the product. These limited warranties do not cover alterations to the appearance or performance of a product due to normal wear and tear and not attributable to a defect in materials or craftsmanship.

No warranty is provided in this document to business, commercial, rental, institutional and other non-residential users nor seating purchased from retail showroom displays, and Salamander expressly disclaims the applicability of the implied warranty of merchantability or fitness for a particular purpose as applied to such circumstances.

Salamander's sole commitment under the limited warranties described in this document, and the purchaser's exclusive recourse to Salamander under such limited warranties, shall be for the repair, or at Salamander's option, for the replacement of the defective part as provided herein. Notwithstanding the above, if replacement parts for defective materials are not available, Salamander may satisfy its commitment by providing reasonable compensation in lieu of repair or replacement. The warranties described in this document do not constitute an agreement for Salamander to be responsible for incidental or consequential damages, and such damages are expressly excluded from Salamander's warranty obligations. The above limitation may not apply in jurisdictions where, by law, incidental or consequential damages may not be limited.

If any product is deemed by Salamander in its reasonable discretion to be ineligible for coverage under the limited warranties described in this document, we are happy to provide reasonable quote for the repair or refurbishment of your furniture. Please contact us for more information.

### **2. Required Procedures and Eligibility**

All warranty claims must be made through the dealer from which the product was purchased. The dealer will contact Salamander for warranty service. An original sales order number/purchase order number must be provided by the dealer.

Following a receipt of a warranty claim from a dealer, Salamander in its sole discretion will determine the cause and nature of any defect, the necessity and manner of repair or replacement, and all other matters pertaining to the condition of the product.

Products for which a warranty claim is made must be given express return authorization by Salamander prior to shipment of the product to Salamander, and Salamander may grant return authorizations in its sole but reasonable discretion. All products for which return authorization is given must be returned to Salamander, in the original carton and packing materials. Any damage incurred in a shipment not in original packing shall be the responsibility of the purchaser. This warranty gives you specific legal rights and you may also have other rights that could vary in your area.

Should a consumer be entitled to receive a repair or replacement under this warranty, Salamander will pay the cost of labor, handling and shipping to the consumer for two (2) years from the date of purchase by the original purchaser. After that date, the purchaser will be responsible for these costs.

Website: <http://www.salamanderdesigns.com>

Manufacturers' warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from. Please review the warranty carefully, and contact the manufacturer if you have any questions.