

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

POUNDEX ASSOCIATES CORP.

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WARRANTY INFORMATION COVERAGE

STANDARD WARRANTY (180 DAYS)

All items exchange for manufacture defective must be made within 180 days base on the invoice. All returns and exchanges will be examined before any credit given. No cash or credit card refunds. Original box and packing material must be remained at the time of return or exchange. All product should be inspected for missing parts or damage before assembly.

LIMITED WARRANTY COVERAGE

Poundex Associates Corp. is proudly provides you, the retailer, with the limited warranties on your Poundex product described herein. These warranties apply to products purchased from Poundex or Poundex authorized Distributors and apply only under conditions of normal, indoor, residential use, subject to certain limitations and exclusions. Our residential products are not designed for commercial settings. This limited warranty does not and will not extend to retailer's customer. It will be retailer's sole responsibility to examine the problem item and contact Poundex for any concerns regarding warranty coverage

WARRANTY LIMITATIONS AND EXCLUSIONS

Because of the workmanship and/or the use of natural materials in Poundex's products, minor variations will occur from piece to piece. These warranties do not cover such minor variations or differences between floor samples, swatches, or printed illustrations (Catalogs) and your item(s). Poundex warranties do not cover products sold "as is," item such as purchased from Showroom / Special Pallets and Samples. Any product modification by the retailer or consumer, or use of non-Poundex parts, voids this warranty. Warranty begins its coverage base on the date of invoice that was issued by Poundex.

If you have an issue with your Poundex product and believe you feel covered by standard/limited warranty, contact Poundex representative near you for an RMA request. All pay service and delivery fee that are related to returns will be responsible by the buyer (retailer). Under the warranty, Poundex will repair or replace the defective part or product or to issue a credit base in that order. If we decided to replace the defective part or product, only the defective part or product will be replaced. If we decided to replace the product we no longer sell, we will replace it with a comparable item

UPHOLSTERY WARRANTY

Frame Construction: (1 year limited warranty)

Poundex offers a limited one year warranty on all Bobkona and its upholstery products against defects in material or workmanship. It does not cover if the product has been substantially altered in physical or interior components. This only covers when the product physically examine by Poundex authorized personnel and does not cover in defect on the product if found misused, abused and damages due to negligence.

Fabric: (1 year limited warranty)

Fabrics such as Microfiber, Suede, Chenille, Corduroy and Linen are warranted with one year warranty. This covers under normal usage of wear and tear / stitches found loose. This does not cover wrinkling, fading, pilling, or stains on the fabric.

Leather: (1 year limited warranty)

Warranty does not cover natural markings or color changes caused by body oils or soil. Mistreated use of excess heat, cold exposure and other damages due to chemical will not be covered by the warranty. Poundex warrant our leather goods to be free from manufacturing defects, seam slippage, dye transfer, and splitting for one year

Cushions (Seat / Back) - (1 Year limited warranty).

Warranty does not cover loss of resilience, pressed, sagged or deformed. Structure damage due to bending the spring coil (Seat cushions) or water damage / moisture also voids the warranty.

Motion Mechanisms - (1 Year limited warranty)

Mechanisms for the manual recliner warranted to be free of any defect in the functionality and workmanship. However, the warranty does not cover the smoothness of the reclining mechanisms. Always keep clear between the footrest / back when using the recline feature to avoid any injury.

Power Motion Mechanisms - (2 Year Limited Warranty)

Mechanisms for the power recliner warranted to be free of any defect in the functionality and its electronic units. This does not cover if found misuse of the electroic motor / different type of power socket that was used or abuse of the product. Poundex suggest inspect all wiring harnesses to make sure they are not damaged or frayed. If damaged is present, unplug the recliner and contact support for service. All Power Motion recliner are intended for indoor use only.

MATTRESS LIMITED WARRANTY

Fabric / Stitches / Spring: (5 Year Limited Warranty)

All mattress limited warranty coverage begins on the date of purchase by our customer (retailer) base on the invoice date. If Poundex decided to replace exchange your set due to defect, the limited warranty continues from the original date of purchase.

The Limited Warranty is only valid for the original purchaser of the mattress or foundation, and only covers manufacturing defects in a mattress or foundation when the set is subject to proper handling and normal use in conjunction with a bed frame that provides continuous support. To provide continuous support, a queen or king frame must have 1) a rigid bridge bar with a supporting leg and 2) at least 5 legs, or 5 equally spaced hardwood cross-slats.

Mattress limited warranty does not cover bed height, spills, burns, bent or broken border/grid wires. mattress or foundation damage due to abuse or abnormal use, damage to use with inappropriate foundation. Warranty also does not extend to floor models, bedding sold "As is" and specials items. Normal body indentations or sagging (less than 1 1/2 inches) will not cover in the limited warranty. If it is determined that an indentation is caused by misuse, abuse or factors other than a product defect, this warranty will not cover that condition.

Any mattress / foundation that is found in an unsanitary condition, meaning unable to conduct a proper inspection due to soiled / fume and other potentially dangerous bodily fluids are subject as misused and beyond ordinary wear and tear is not cover under this warranty.

To claim under Limited Warranty, mattress / foundation must submit back to Poundex at retailer's expense upon inspection. Poundex reserves the right to replace the failed product with a product of equal or higher value, and does not guarantee an exact match to the defect sleep item.