



Simple Relax Inc.

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WARRANTY INFORMATION COVERAGE

STANDARD WARRANTY

All items exchange for manufacture defective must be made within 90 days base on the invoice date. Any returns and exchanges will be examined before the RMA is given. No cash or credit card refunds. Original box and packing material must be remained with the returns at the time of return or exchange. All products should be inspected for missing parts or damages before assembly.

LIMITED WARRANTY COVERAGE

Simple Relax Inc. is proudly providing you, the retailer, with the limited warranties on your Simple Relax product described herein. These warranties apply to products purchased from Simple Relax or Simple Relax authorized Distributors and apply only under conditions of normal, indoor, and residential use and 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 and contact Simple Relax for any concerns regarding warranty coverage.

WARRANTY LIMITATIONS AND EXCLUSIONS

Because of the workmanship and/or the use of natural materials in Simple Relax'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 (Catalogues) and your item(s). Simple Relax 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 the use of non-Simple Relax parts, voids this warranty. Warranty begins its coverage base on the date of invoice that was issued by Simple Relax. If you have an issue with your Simple Relax product and believe you are covered by standard/limited Warranty, contact Simple Relax representative for an RMA request. All paid service and delivery fee that are related to returns will be responsible by the buyer (retailer). Under the warranty, Simple Relax will repair or replace the defective part, product or to issue a credit base in that order. If an RMA decision has agreed upon to replace the defective part or product, only the defective part or product will be replaced. If an RMA request decided to replace the product which it no longer sells, a comparable item will be offered as a replacement

UPHOLSTERY WARRANTY

Frame Construction: (90 days limited warranty) Simple Relax offers a limited one-year warranty on all 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 is physically examines by Simple Relax authorized personnel and does not covered if the product is found misused, abused and damages due to negligence by the customer.

Fabric: (90 days 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 and stitches found loose. This does not cover wrinkling, fading, pilling, or stains on the fabric.

Leather: (90 days limited warranty) Warranty does not cover natural markings or color changes due to body oils or soil. Mistreated use of excess heat, cold exposure and other damages due to chemical will not be covered under the Warranty. Simple Relax warrant our leather goods to be free from manufacturing defects, seam slippage, dye transfer, and splitting for one year

Cushions Seat / Back: (90 days limited warranty). Warranty does not cover the 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: (90 days limited warranty) Mechanisms for the manual recliner warrant to be free of any defect in the functionality and workmanship. However, the warranty does not cover the smoothness' of the reclining mechanism. Always keep clear between the footrest / back when using the recline feature to avoid any injury.

Power Motion Mechanisms: (90 days 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 electric motor / different type of power socket that was used or abuse of the product. Simple Relax suggest inspecting 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 is intended for indoor use only.

MATTRESS LIMITED WARRANTY

Fabric / Stitches / Spring: (90 days limited Warranty)

All mattress limited warranty coverage begins on the date of purchase by our customer (retailer) base on the invoice date. If Simple Relax 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 as 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 Simple Relax at retailer's expense upon inspection. Simple Relax 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.

OUTDOOR FURNITURE WARRANTY

All Outdoor Furniture are covered within the standard manufacture warranty of 90 days. It does not apply under the upholstery limited warranty. Outdoor furniture is weather sealed, fade resistant, rust free and durable. However, this does not cover damages such as long exposure directly under the sun, improper use of the product, and soaking of the product