

# Warranty

## BUTLER HUMAN SERVICES® LIMITED WARRANTY

All products are warranted to the original purchaser against factory defects in workmanship and materials which first arise and are reported to the company within the applicable warranty periods.

Years under Warranty – Structure						
Seating	1	2	3	5	10	25
Arlington					X	
Ashley					X	
Brisbane					X	
Bistro					X	
Bowen	X					
Cafè					X	
Canyon					X	
Chandler	X					
Classic					X	
Dalton	X					
Horizon					X	
Legacy					X	
Link					X	
Logan					X	
Madison					X	
Milan					X	
Mission					X	
Newport					X	
PlyLok						X
PlyWedge						X
Rally						X
Rio					X	
Rockers/Recliners					X	
Trent					X	
Tribeca					X	
Studio Trent					X	
Wedgewood					X	
Years under Warranty – Structure						
Tables	1	2	3	5	10	25
Cafè Tables					X	
Classic Tables					X	
Tapered Leg Tables					X	
Occasional Tables					X	
Table Bases, Metal					X	
Table Bases, Wood					X	
Table Tops					X	
Years under Warranty – Structure						
Bedroom Furniture	1	2	3	5	10	25
Bed Ends					X	
Casegoods					X	
Spec Tex Mattresses	X					
XP Plus Mattresses		X				
Mattresses				X		
Spring Bases				X		
Casters			X			
Fabric**			X			
Foam Upholstery	X					

## EXCLUSIONS

The following are specially excluded from the warranty:

- Any custom components that are not a part of the company standard line. This would include, but not be limited to, custom-designed parts or customer specified components, such as fabric, vinyl, foam, etc., that are not a part of the standard company product line.
- Accessories such as light bulbs that are considered consumables.
- Furniture that has been unduly exposed to elements such as water, light radiation, etc.
- Damage caused in storing/moving products or furniture after delivery and prior to installation – when stored at customer request.
- Damage caused by on-site construction process, other contractors or subcontractors, or the work of such contractors or subcontractors, including drywall dust.
- Damage as the result of accident, fire, flood, civil disorder, strike, Acts of God, abuse, misuse or any cause outside of ordinary usage.
- Normal wear and tear, maintenance, scratching or natural wearing of finishes on chairs and tables.
- Any responsibility for the effects the chairs have on flooring.
- Damage caused from shipping.

## GENERAL INFORMATION

- We have agreements with our upholstery suppliers to assure that all products meet Association of Contract Textiles standards for bow and skew. We also further eliminate pattern variability in our cutting process. However, you may still notice some irregularities that are within industry standards and are not covered under our product warranty.
- Replacement, repair, or refund of the purchase price, (pro-rated for use), as determined by Company and is the "sole and exclusive" remedy under the warranty, and all incidental and consequential damages are excluded and disclaimed from warranty coverage.
- To receive benefits under the terms of this warranty, the purchaser must:
  - Notify Company of the defect.
  - Fill out Company service request form, which will be sent to you, and provide a description of the defect.
  - Submit completed form along with applicable photos.
- Any disputes over the provisions of this warranty will be mutually reviewed by representatives of Purchaser and Company.

**E. ALL IMPLIED WARRANTIES, INCLUDING ANY WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE ARE EXCLUDED AND DISCLAIMED. THIS LIMITED WARRANTY IS THE ONLY WARRANTY FROM COMPANY APPLICABLE TO THE GOODS.**

This warranty information covers the structure of the furniture: the laminated-veneer or solid wood frame, the construction of the arms, table legs and stretchers, delamination of tables, and all fasteners and moving parts.

\*\*Butler Human Services warrants Butler Program Fabrics, if purchased through Butler Human Services for use on most Butler Human Service products for a period of 3 years. Butler warrants the fabric used on the Everyday Collection for 1 year.