

## Creative Leather Furniture Manufacturers Warranty

This warranty is non-transferable, given to the original owner by Creative Leather Furniture and applies only to merchandise built in the Creative Leather Furniture Factory. Creative Leather Furniture sells many other name brand furniture items and accessories. For warranty information on goods sold by, but not built by Creative Leather Furniture, see section titled “*Warranty For Third Party Goods*”.

<i>Frame</i>	<b><i>Limited Lifetime!</i></b>
<i>Suspension</i>	<b><i>Limited Lifetime!</i></b>
<i>Seat Cushions</i>	<b><i>Limited Lifetime!</i></b>
<i>Stitching</i>	<b><i>Limited Lifetime!</i></b>
<i>Reclining Mechanism</i>	<b><i>Limited Lifetime!</i></b>
<i>Sleeper Mechanism</i>	<b><i>Limited Lifetime!</i></b>
<i>Air Dream Sleeper Mattress</i>	<b><i>Three Years!</i></b>
<i>Protected Leather</i>	<b><i>Five Years!</i></b>
<i>Hand Rubbed Leather</i>	<b><i>Two Years!</i></b>
<i>Open Grain Leather</i>	<b><i>Two Years!</i></b>

**Frame – Lifetime Limited:** The structural integrity of Creative Leather Furniture-built product begins with the frame. Precision-cut wood frame parts are made from kiln-dried lumber and hardwood laminates to resist warping, cracking and structural failure. All joints are “*double-blocked*” for long-term stability. All connecting surfaces are glued, stapled and power screwed for added strength and dependability, making our frames among the strongest in the industry. The frame is warranted for life against manufacturing and material defects, under normal use and conditions.

**Suspension – Lifetime Limited:** The comfort of a Creative Leather Furniture product begins with the suspension system. We utilize the most admired and time-tested methods of suspension construction to provide incomparable support, comfort and longevity. The Creative Leather Furniture suspension system is warranted for life against manufacturing and material defects, spring breakage caused by fatigued metal or cable failure on our 8-Way Hand Tied systems, under normal use and conditions.

**Seat Cushions – Limited Lifetime:** Our designers have engineered the seating environment to best fit the essence of the frame style. Whether the seats are composed of our hand-formed cushions, Reflex™ polyurethane foam cores, luxurious down/feather duvet or our custom innerspring cores, we guarantee them to be free of material/manufacturing defects for the life of the product under normal use and conditions.

It is the customer’s obligation to rotate their removable cushions every 30-60 days to insure even wear. With usage, seat cushions will soften naturally over time. A normal loss of resiliency is not a defect and would be excluded from this warranty.

**Stitching – Limited Lifetime:** We guarantee that the stitching on our leather furniture will be free of manufacturing defects for the life of the product under normal use and conditions.

**Reclining Mechanisms – Limited Lifetime:** The reclining mechanism is warranted to be free of manufacturing defects for the useful life of your product under normal conditions and based on reasonable use.

**Sleeper Mechanisms – Limited Lifetime:** Your sleeper mechanism is guaranteed to be free of manufacturing defects for the life of your product under normal conditions and based on reasonable use.

**Sleeper Mattress – Three Years:** Creative Leather Furniture offers the Air Dream brand mattress for standard-sized and queen-sized sleeper applications. The Air Dream air mattress, air chamber and air chamber valve is warranted to the original owner for a three-year period and the inflator is warranted for a one-year period. The Air Dream is designed and intended for temporary use. It is not warranted for use as a primary sleeping surface. This warranty only covers defects in material or workmanship.

Special order sizes and/or types of sleeper mattresses, other than Air Dream, are warranted for 2 years against material or manufacturing defects. These mattress types are also intended for temporary use and not as a primary sleeping surface.

[Full Aniline Leather](#), [Semi Aniline](#), [Nubuck Leather](#) & [Hand Rubbed Leather](#) – Creative Leather Furniture warrants these leathers for two years against defective material and workmanship under normal care and use. Care is specific to the leather type and may vary. You may contact our Customer Relations Department by phone or email from our website if, after reading our care instructions, if you are not clear on how to maintain your leather.

Detailed descriptions, common characteristics, warranty limitations, customer obligations and care recommendations are available. Click on the leather type you would like to learn about.

Use of any cleaning chemicals, conditioning products or method not specifically recommended by Creative Leather Furniture may void the warranty. Many retail products can contain harsh chemicals, abrasives or other substances that can cause an adverse reaction to the materials used in the leather finishing process.

**Full Aniline Leather (Naked Leather)** – This soft and luxurious open grain leather is warranted for two years to be free of defective material or workmanship. This aniline dyed, but otherwise natural and un-enhanced leather will exhibit many natural markings including healed barbed wire scars, neck and belly wrinkles, scratches, insect bites, etc. Natural features and distinctive grain fluctuations assure individuality and enhance every hide. Like a thumbprint, these natural hallmarks of Nature add character to the hide and are not considered defects or deficiencies. This leather will have high degree color variance, even within the individual hides. Creative Leather Furniture reserves the right to determine whether or not the variance is acceptable.

Regular cleaning of the product will keep everyday contaminants from accumulating on the leather. Hair oil, body oils, sweat, saliva from children or pets and many other agents found in the home can ruin leather if left to accumulate. An accumulation of household dust can clog the pores on open grain leathers, shorten the useful life of the product and leave it exposed to more contaminants.

The Creative Leather Furniture Warranty requires that the owner of this leather type follow these care instructions. Failure to care for this leather type as prescribed here, could result in a shorter useful life of the merchandise and/or warranty coverage limitations.

#### **Care Instruction For Full Aniline Leather (Naked Leather)**

- ◆ Weekly, light dusting with a soft, clean, white cloth. This leather may be vacuum cleaned with a very soft brush attachment on a low suction setting.
- ◆ To prevent dry-out and fading, this product must be kept away from direct sunlight, bright indirect sunlight and other sources of light or heat.
- ◆ For spots and stains, immediately blot up (do not rub) excess moisture with a soft, clean, white cloth. When needed, use a soft, clean, white cloth with lukewarm distilled water. You may also use the *soft cleaner* that comes in your protection plan kit if a protection plan was purchased. Bottles of *soft cleaner* may also be purchased at any of our showrooms. See product instructions for more details.
- ◆ Whether you use distilled water or *soft cleaner*, it is important to clean the entire panel and not just a spot. This way, when wiping off the entire panel (such as a complete seat cushion top or complete arm), after it dries, the area will dry more uniformly and will be less likely to show the area where the stain occurred. Allow to air dry. Do not use a hair dryer or heat source. Many stains, even if absorbed into the leather, may dissipate into the leather over time.
- ◆ To protect this leather against most stains, under normal use, this leather must be conditioned with Creative Leather Furniture recommended cream conditioner, a minimum of four times per year, or more frequently as needed. More specific instructions for the application of this conditioner are found inside the kit or separate bottles that Creative Leather Furniture recommends.
- ◆ If and when this leather takes on a worn or aged look, in most instances, you, the consumer, can revitalize it. Contact our Customer Relations Department for specific recommendation of product.

**Semi-Aniline** – This soft, beautiful leather is slightly more uniform than full aniline and is warranted for two years to be free of defective material or workmanship. This leather is sometimes top-coated with a clear or pigmented sealant to guard against some stains but the sealant does not block all of the pores. It will exhibit some natural markings including healed barbed wire scars, neck and belly wrinkles, scratches, insect bites, etc. Natural features and distinctive grain fluctuations assure individuality and enhance every hide. Like a thumbprint, these natural hallmarks of Nature add character to the hide and are not considered defects or deficiencies. The leather in these categories will have minimal color variance from hide to hide. Creative Leather Furniture reserves the sole right in determining whether or not the variance is acceptable by industry standard.

The Creative Leather Furniture Warranty requires that the owner of this leather type follow these care instructions. Failure to care for this leather type as prescribed here, could result in a shorter useful life of the merchandise and/or warranty coverage limitations. Only Creative Leather Furniture or it's authorized technician(s) may determine whether or not a product has been properly cared for.

#### **Care Instruction For Semi-Aniline Leather**

- ◆ Light dusting with a soft, clean, white cloth as frequently as needed. This leather may be vacuum cleaned with a very soft brush attachment on a low suction setting.
- ◆ To prevent dry-out and fading, this product must be kept away from direct sunlight, bright indirect sunlight and other sources of light or heat.
- ◆ For spots and stains, immediately blot up (do not rub) excess moisture with a soft, clean, white cloth. When needed, use a soft, clean, white cloth with lukewarm distilled water. If you need to use water, it is important to clean the entire panel and not just a spot. With wiping off the entire panel (such as a complete seat cushion top or complete arm), the area will dry more uniformly and will be less likely to show the area where the stain occurred, after it dries. Allow to air dry. Do not use a hair dryer or heat source. Many stains, even if absorbed into the leather, will probably dissipate into the leather over time.
- ◆ To protect this leather against most stains, under normal use, this leather must be conditioned with Creative Leather Furniture recommended cream conditioner a minimum of four times per year, or more frequently as needed. More specific instructions for the application of this conditioner are found inside the kit or separate bottles that Creative Leather Furniture recommends. These supplies are available at our showrooms.
- ◆ If and when this leather takes on a worn or aged look, in most instances, you, the consumer, can revitalize it. Contact our Customer Relations Department for specific recommendation of product.

**Nubuck Leather** – This open, top grain leather is lightly sanded and buffed to give the surface a soft, luxurious knap. The feel is inviting, comfortable and warm. Nubuck is likely to exhibit natural markings, range scars and other characteristics from the hide of the animal. Natural features and distinctive grain fluctuations assure individuality and enhance every hide. Like a thumbprint, these natural hallmarks of Nature add character to the hide and are not considered defects or deficiencies. When properly cared for and protected, it is a long lasting upholstery cover and excellent way to add design flair to the home.

It is important to note that this leather has no resistance to light and heat fading. Creative Leather Furniture sells a protection plan and supplies specifically for nubuck leather. The protection plan must be purchased at the point of sale and before the furniture is delivered.

The Creative Leather Furniture Warranty requires the owner of this leather type follow these care instructions. Failure to care for this leather type as prescribed here, could result in a shorter useful life of the merchandise and/or warranty coverage limitations. Only Creative Leather Furniture or it's authorized technician(s) may determine whether or not a product has been properly cared for.

### **Care Instruction For Nubuck Leather**

- ◆ Light dusting with a dry, soft, clean, white cloth as frequently as needed. This leather may be vacuum cleaned with a very soft brush attachment on a low suction setting.
- ◆ To prevent dry-out and fading, this product must be kept away from direct sunlight, bright indirect sunlight and other sources of light or heat.
- ◆ If a spill is absorbed into this leather, it will migrate into the hide and become muted over time. This will add to the unique character of the leather. Also with normal wear and usage, a beautiful patina can form on the surface of nubuck.
- ◆ For spots and stains, immediately blot up (do not rub) excess moisture with a soft, clean, white cloth. After the moisture has been blotted with the cloth, use a Creative Leather Furniture recommended, nubuck cleaning solution. *Nubuck care kits* or bottles of *nubuck cleaning solution* may also be purchased at any of our showrooms. See product instructions for more details.

Before you apply the cleaner for the first time, check for colorfastness by pre-testing the solution in a hidden area. Allow the test area to dry. Check it for satisfactory look and feel before proceeding.

After the test area has been inspected and approved by you, apply a small amount of the nubuck cleaning solution to the colorfast sponge that is supplied with it. Squeeze the wet sponge to produce foaming. Foaming is very important to the cleaning process. Clean the area (complete panels only) with light circular and overlapping motions. Do not rub, this will cause an uneven look when dried.

Using a clean, soft, white cloth, blot up any excess moisture. Let dry for at least 30 minutes. Inspect the affected area. If the stain is still visible, repeat the cleaning steps.

If knap is desired, we recommend that, after drying, the customer lightly buff the surface of the nubuck hide with an abrasive cloth that is specifically designed for buffing nubuck leather.

The final step after cleaning and buffing is to re-apply nubuck spray protectant. Follow the application instructions on the can. Use only Creative Leather Furniture recommended products. Nubuck care kits, the abrasive cloth and individual cans of protectant are available at our showrooms.

- ◆ For oil stain event. If the nubuck leather has absorbed the oil, you may attempt the following. Using your finger, gently apply cornstarch with a circular rubbing motion. Wait 3 to 4 hours to make sure area is dry. Using a soft brush attachment and low suction setting, vacuum up any excess powder. Use the nubuck cleaning solution to clean the area (entire panel only). If the oil stain is gone, use the nubuck abrasive cloth to rebuffer the area to a uniform look and feel. Repeat the cleaning steps if oil stain remains.

**Hand Rubbed Leather** – This top grain, finished leather is soft, luxurious and usually a striking combination of layered colors. This category may include tri-tone and otherwise decorated or enhanced hides. This leather type may exhibit minimal natural markings, range scars and other characteristics from the hide of the animal. Natural features and distinctive grain fluctuations assure individuality and enhance every hide. Like a thumbprint, these natural hallmarks of Nature add character to the hide and are not considered defects or deficiencies. This leather is top coated and cannot be cleaned with leather cleaning chemicals. Any use of chemical cleaners will void the warranty.

An accumulation of hair and/or body oils can occur rapidly and destroy the hand rubbed, layered coloration on this leather. Our warranty requires that the consumer follow this strict set of instructions to prevent contamination of the finished coat.

The Creative Leather Furniture Warranty requires the owner of this leather type follow these care instructions. Failure to care for this leather type as prescribed here, could result in a shorter useful life of the merchandise and/or warranty coverage limitations. Only Creative Leather Furniture or it's authorized technician(s) may determine whether or not a product has been properly cared for.

### **Care Instructions For Hand Rubbed Leather**

- ◆ Light dusting with a dry, soft, clean, white cloth as needed. This leather may be vacuum cleaned with a very soft brush attachment on a low suction setting.
- ◆ Monthly or as needed, with a clean, soft, white cloth, damp with distilled or purified water, gently wipe areas where hair product or head and body oils may accumulate. For areas not in contact with hair product or head and body oils, use a dry, soft, clean, white cloth.
- ◆ To prevent dry-out and fading, this product must be kept away from direct sunlight, bright indirect sunlight and other sources of light or heat.
- ◆ For spots and stains, immediately blot up (do not rub) excess moisture with a soft, clean, white cloth. Lightly wipe with slightly damp (distilled or purified water only), soft, clean, white cloth, Allow to air dry. Do not use a hair dryer or heat source.
- ◆ A leather conditioning cream recommended by Creative Leather Furniture may be used for periodic and topical wiping. Never use chemical cleaners, abrasive cloths or firm downward pressure to wipe this leather at any time.

[Protected Leather](#) (A.K.A. A/P), [Wax Pull-Up Leather](#), [Oil Pull-Up Leather](#) – Creative Leather Furniture warrants these leathers for five years against defective material and workmanship under normal care and use. Care is specific to the leather type and may vary. Please contact our Customer Relations Department by phone or email from our website if, after reading our care instructions, you are not clear on how to maintain your leather.

Use of any cleaning chemicals, conditioning products or method not specifically recommended by Creative Leather Furniture may void the warranty. Many retail products can contain harsh chemicals, abrasives or other substances that can cause an adverse reaction to the materials used in the leather finishing process.

Detailed descriptions, common characteristics, warranty limitations, customer obligations and care recommendations are available. Select one of the leather types below.

**Protected Leather** – This leather is more uniform than full or semi-aniline leather and is warranted for five years to be free of defective material or workmanship. This leather is usually top-coated with a clear or pigmented (opaque) sealant to guard against stains. It will exhibit minimal natural markings including healed barbed wire scars, neck and belly wrinkles, scratches, insect bites, etc. Natural features and distinctive grain fluctuations assure individuality and enhance every hide. Like a thumbprint, these natural hallmarks of Nature add character to the hide and are not considered defects or deficiencies. The hides are top grain but may have been enhanced to cover or blend many of those natural markings. The leather in this category will have minimal color variance from hide to hide. Creative Leather Furniture reserves the sole right in determining whether or not the variance is acceptable by industry standard.

The Creative Leather Furniture Warranty requires that the owner of this leather type follow these care instructions. Failure to care for this leather type as prescribed here, could result in a shorter useful life of the merchandise and/or warranty coverage limitations. Only Creative Leather Furniture or it's authorized technician(s) may determine whether or not a product has been properly cared for.

#### **Care Instruction For Protected Leather**

- ◆ Regular maintenance includes light dusting with a soft, clean, white cloth, twice monthly or more frequently as needed. This leather may be vacuum cleaned with a very soft brush attachment on a low suction setting.
- ◆ To prevent dry-out and fading, this product must be kept away from direct sunlight, bright indirect sunlight and other sources of light or heat.
- ◆ For spots and stains, immediately blot up (do not rub) excess moisture with a soft, clean, white cloth. When needed, use a soft, clean, white cloth with lukewarm distilled water. If you need to use water, it is important to clean the entire panel and not just a spot (such as a complete seat cushion top or complete arm). This way, the panel will dry more uniformly and will be less likely to show the area where the stain occurred, after it dries. Allow to air dry. Do not use a hair dryer or heat source. Many stains, even if absorbed into the leather, will probably dissipate into the leather over time.
- ◆ To protect this leather against most stains, under normal use, this leather must be conditioned with Creative Leather Furniture recommended cream conditioner three to four times per year, or more frequently as needed. More specific instructions for the application of this conditioner are found inside the kit or separate bottles that Creative Leather Furniture recommends. These supplies are available at our showrooms.
- ◆ Contact our Customer Relations Department for specific recommendation of product.

**Wax Pull Up Leather** – The process for creating the beautiful and unique finish on this top grain leather is called *active effect*. Wax has been incorporated in the hide surface so that when stretched during the upholstery process, a color burst appears. This leather is durable and works great for accents or as an all-over upholstery covering. The impact of the look and lustre created by its use can be stunning in your home. It will exhibit some natural markings including healed barbed wire scars, neck and belly wrinkles, scratches, insect bites, etc. Natural features and distinctive grain fluctuations assure individuality and enhance every hide. Like a thumbprint, these natural hallmarks of Nature add character to the hide and are not considered defects or deficiencies.

The tanning and finishing process leaves this leather with a variation of color for a rich, luxurious look. A crackle or distressed look can develop with use. The look can change when pressure is applied, the panels are pulled or when it is poked with blunt objects. Just the friction of rubbing (massaging motions) the surface with your fingers can often produce enough heat to redistribute the wax content. Wax Pull-Up conditioner, available at any Creative Leather Furniture Showroom, contains the fats and nutrients that will add to the life of the leather. It can be added to restore the deep, rich color and sheen.

The Creative Leather Furniture Warranty requires that the owner of this leather type follow these care instructions. Failure to care for this leather type as prescribed here, could result in a shorter useful life of the merchandise and/or warranty coverage limitations. Only Creative Leather Furniture or its authorized technician(s) may determine whether or not a product has been properly cared for.

### Care Instruction For Wax Pull-Up Leather

- ◆ Regular maintenance includes light dusting with a soft, clean, white cloth, damp with distilled or purified water. This leather may be vacuum cleaned with a very soft brush attachment on a low suction setting.
- ◆ To prevent dry-out and fading, this product must be kept away from direct sunlight, bright indirect sunlight and other sources of light or heat.
- ◆ For spots and stains, immediately blot up (do not rub) excess moisture with a soft, clean, white cloth. When needed, use a soft, clean, white cloth with lukewarm distilled water. You may also use *soft cleaner*. Care kits and bottles of *soft cleaner* may also be purchased at any of our showrooms. See product instructions for details.

Whether you use distilled water or soft cleaner, it is important to clean the entire panel and not just a spot. This way, when wiping off the entire panel (such as a complete seat cushion top or complete arm), after it dries, the area will dry more uniformly and will be less likely to show the area where the stain occurred. Allow to air dry. During the cleaning process, do not use a hair dryer or heat source. Many stains, even if absorbed into the leather, may dissipate into the leather over time.

- ◆ To protect this leather against most stains, under normal use, this leather must be conditioned with Creative Leather Furniture recommended cream conditioner, a minimum of four times per year or more frequently as needed. More specific instructions for the application of this conditioner are found inside the kit that Creative Leather Furniture recommends.
- ◆ Most minor scratches in this leather can be removed by the consumer. Call the Creative Leather Furniture Customer Relations staff for guidance.
- ◆ If and when this leather takes on a worn or aged look, in most instances, you, the consumer, can revitalize it. Contact our Customer Relations Department for specific recommendation of product.

**Oil Pull-Up Leather** – The process for creating the beautiful and unique finish on this top grain leather is called *active effect*. Oil has been incorporated in the hide surface so that when stretched during the upholstery process, a color burst appears. This leather is durable and works great for accents or as an all-over upholstery covering. The impact of the look and lustre created by its use can be stunning in your home. It will exhibit some natural markings including healed barbed wire scars, neck and belly wrinkles, scratches, insect bites, etc. Natural features and distinctive grain fluctuations assure individuality and enhance every hide. Like a thumbprint, these natural hallmarks of Nature add character to the hide and are not considered defects or deficiencies.

The tanning and finishing process leaves this leather with a variation of color for a rich, luxurious look. Hide scars can show dramatically. A crackle or distressed look can develop with use. The look can change when pressure is applied, the panels are pulled or when it is poked with blunt objects. Just the friction of rubbing (massaging motions) the surface with your fingers can often produce enough heat to redistribute the oil content. Oleosa oil conditioner, available at any Creative Leather Furniture Showroom, contains the fats and nutrients that will add to the life of the leather. It can be added to restore the deeper color and sheen. The products needed to maintain and restore this leather are available at our showrooms.

The Creative Leather Furniture Warranty requires that the owner of this leather type follow these care instructions. Failure to care for this leather type as prescribed here, could result in a shorter useful life of the merchandise and/or warranty coverage limitations. Only Creative Leather Furniture or it's authorized technician(s) may determine whether or not a product has been properly cared for.

### **Care Instructions For Oil Pull-Up Leather**

- ◆ Regular maintenance includes light dusting with a soft, clean, white cloth, damp with distilled or purified water. This leather may be vacuum cleaned with a very soft brush attachment on a low suction setting.
- ◆ To prevent dry-out and fading, this product must be kept away from direct sunlight, bright indirect sunlight and other sources of light or heat.
- ◆ For spots and stains, immediately blot up (do not rub) excess moisture with a soft, clean, white cloth. When needed, use a soft, clean, white cloth with lukewarm distilled water. You may also use *soft cleaner*. Care kits and bottles of *soft cleaner* may also be purchased at any of our showrooms. See product instructions for details.
- ◆ Whether you use distilled water or soft cleaner, it is important to clean the entire panel and not just a spot. This way, when wiping off the entire panel (such as a complete seat cushion top or complete arm), after it dries, the area will dry more uniformly and will be less likely to show the area where the stain occurred. Allow to air dry. During the cleaning process, do not use a hair dryer or heat source. Many stains, even if absorbed into the leather, may dissipate into the leather over time.
- ◆ To protect this leather against most stains, under normal use, this leather must be conditioned with Creative Leather Furniture recommended cream conditioner, a minimum of four times per year or more frequently as needed. More specific instructions for the application of this conditioner are found inside the kit that Creative Leather Furniture recommends.
- ◆ Most minor scratches in this leather can be removed by the consumer. Call the Creative Leather Furniture Customer Relations staff for guidance.
- ◆ If and when this leather takes on a worn or aged look, in most instances, you, the consumer, can revitalize it. Contact our Customer Relations Department for specific recommendation of product.

**Embossed & Specialty Leather** – Creative Leather Furniture warrants these unique leathers for one year against defective material and workmanship under normal care and use. Leather in this category is typically used on accent panels. This category includes embossed leather and any other leather that has been altered by mechanical effects to take on the characteristic of any product other than cowhide. Textures and patterns are pressure and/or heat stamped on the surface of the hide. Cowhide that takes on the appearance of crocodile, alligator, and ostrich, flowered or geometric patterns is generally embossed. The best example of how this looks would be a tooled western boot, belt or saddle accents. The darker accents are added to a lighter base hide color to achieve striking and often very detailed designs.

The Creative Leather Furniture Warranty requires that the owner of this leather type follow these care instructions. Failure to care for this leather type as prescribed here, could result in a shorter useful life of the merchandise and/or warranty coverage limitations. Only Creative Leather Furniture or it's authorized technician(s) may determine whether or not a product has been properly cared for.

- ◆ Regular light dusting with a dry, soft, clean, white cloth. This leather may be vacuum cleaned with a very soft brush attachment on a low suction setting.
- ◆ Monthly or as needed, lightly wipe with damp (distilled or purified water), soft, clean, white cloth, only in areas where hair product or head and body oils may accumulate. For areas not in contact with hair product or head and body oils, use a dry, soft, clean, white cloth.
- ◆ To prevent dry-out and fading, this product must be kept away from direct sunlight, bright indirect sunlight and other sources of light or heat.
- ◆ For spots and stains, immediately blot up (do not rub) excess moisture with a soft, clean, white cloth. Lightly wipe with slightly damp (distilled or purified water only), soft, clean, white cloth, Allow to air dry. Do not use a hair dryer or heat source.

**Hair on Hide Leather** – As the name implies, the hair is left on this animal hide and the hide has not been otherwise altered. This very unique and elegant product can be used to accent western or country ambience in your home.

Creative Leather Furniture does not warranty Hair on Hide Leather beyond delivery or pick up. The care instructions would only include a dry dusting on a weekly basis or more frequently as needed. For spills or stain events, consult with our Customer Relations Department

**Labor & Transportation Terms** – Labor and transportation to repair covered issues as described in this manufacturer's warranty, is done at no cost to the consumer for one year when logistical requirements meet the following criteria. The first year of service starts on the day that the delivery of the item(s) took place. The location of the furniture is within 50 miles of one of our operating locations. Creative Leather Furniture reserves the right to determine its own service area. We reserve the right to close or open our operating and/or retail locations without notice.

Transportation for the period beyond the first year of service will be at the customer's expense. Creative Leather Furniture will provide and charge for transportation when the transportation is needed within our service area. The customer is responsible for providing their own transportation at their own expense when the merchandise is located outside our service area.

Whether or not the merchandise is located within our current service area, Creative Leather Furniture may subcontract a vendor of our choosing to inspect, evaluate or repair the product. If the claim is reported after the one-year period, the cost of repair (unless a warranted issue) and/or transportation is to be the responsibility of the customer and to be paid at the time services are rendered.

Only Creative Leather Furniture or its authorized technician(s) may determine if a product has been properly cared for.

## Customer Obligations

It is the obligation of the customer to maintain the merchandise purchased from Creative Leather Furniture and follow the care prescription given by Creative Leather Furniture.

Leather needs very little maintenance under normal usage but does require attention periodically. Different leather types require different care instructions. It is the customer's responsibility to follow the care instructions that are outlined for their leather type. When furniture consists of two or more leather types, in a leather/fabric or hair on hide combination, it is the customer's responsibility to obtain the specific set of care instructions and maintain each leather/fabric type individually per those instructions. It is the customer's obligation to clean or have cleaned, any areas that are exposed to accumulation of head or body oils.

When using any cleaning method, whether dry, with water or chemical, even if Creative Leather Furniture recommends it, it is always the obligation of the consumer to pretest in an inconspicuous area before using them on the visible areas of the furniture. Apply and allow any chemicals or solutions to dry in the hidden area to check for colorfastness or texture change. Only then should you proceed in using the chemicals on the visible areas.

Our warranty does not cover fading or discoloration. It is the customer's obligation to keep the product away from the elements of nature, direct or indirect sunlight or other sources of light, caustic household chemicals, hairsprays and any other chemicals that can harm the leather.

The decision to refund (full or partial), exchange or repair any parts or finished goods we determine to be defective, is solely at the discretion of Creative Leather Furniture. We also reserve the right to replace any leather parts with a *best possible matching* leather.

## **Exclusions**

This manufacturer's warranty does not cover any damage that occurs after delivery or pick up of goods.

The manufacturer's warranty does not cover any conditions arising from consumer negligence, misuse, abuse, alterations, fire, flood or any natural event, chemical treatments, accidents, improper cleaning, normal wear and tear, shipping damages other than occurring on Creative Leather Furniture transport vehicle, contact with sharp or abrasive objects and/or materials. Any damage caused by the use of methods, chemical cleaners and/or conditioners not recommended by Creative Leather Furniture is excluded.

This warranty excludes intentional damage, pet damage, damage from pet or human fluids, stains or spills of any known or unknown origin.

Stitching that has been snagged, broken or pulled loose is considered damage and would be excluded from this warranty. Stitching that is damaged by dry rot due to spillage on the stitched area is excluded.

Creative Leather Furniture reserves the right to inspect and determine the cause for the malfunction of any mechanism. If Creative Leather Furniture's opinion states that the malfunction has occurred because the mechanism has been misused or abused by the customer, Creative Leather Furniture shall not be liable for parts or repair. The decision regarding the cause of the defect is solely that of Creative Leather Furniture.

Creative Leather Furniture may not be held liable for any damage to any home, damage to any merchandise contained in the home or being delivered to any home unless the damage occurs during a delivery that is authorized and scheduled by the Creative Leather Furniture Distribution Team.

This warranty applies only to residential use of the goods. Creative Leather Furniture does not warranty goods for commercial use unless stated, pre-sale, in writing. This statement must be signed and dated by the Creative Leather Furniture Director of Customer Relations. The warranty contained in these pages is the only manufacturer's warranty expressed or implied by Creative Leather Furniture upon the publishing date of this warranty.

Creative Leather Furniture retains the sole right in determining the useful life of its product and will take into consideration any valid receipts from the consumer for cleanings and/or repairs during the life of the product when determining the useful life.

If Creative Leather Furniture determines that the product has not been properly cared for and maintained, Creative Leather Furniture may void this manufacturer's warranty.