
BY ACG GREEN GROUP, INC.

UPHOLSTERED FURNITURE WARRANTY (Please read carefully)

ACG Green Group warrants to you, the end-user customer, that the frame, springs, and foam will be free from defects in materials and workmanship for a period of one (1) year from the date of purchase. All other parts, including but not limited to the upholstery fabric, pillows, decorative tufting are not subject to any warranty. The warranty is only good for the original purchaser for value. This warranty is non-transferable. Qualified defects will be repaired or replaced at the company's option, at no cost to the customer. Customers are responsible for the transportation of products to and from our corporate warehouse in Irvine, California, USA. The product must be delivered by insured mail and in protective packaging* that prevents damages in transit. In no event shall our liability exceed the retail value of the product.

All warranties carry the following exclusions: (a) damage as a result of misuse, accident, commercial use, institutional use, or shipping damage; (b) damage as a result of failure to properly assemble the product according to the assembly manual; (c) unauthorized modification of the product; and (d) service performed or attempted by any unauthorized service person. These warranties do not cover protective finishes, velvets, and velvet types, since by their nature these fabrics are of soft texture and will crush, shade, and mark more readily than most fabrics; these characteristics are in no way considered to be a defect. Any item purchased "as is" including closeouts, floor models and discontinued special purchases are excluded from warranty coverage. Warranties do not apply to textile accessories including, but not limited to, curtains, bedding, and pillows.

Do not send your product back without return authorization.

*Save original shipping box

WHEN YOU NEED SERVICE

In the unlikely event that you do need service on your ACG Green Group product within the warranty period (used in household settings only), please contact our Customer Service Team toll free at 1-800-888-6861 Monday through Friday, 8am-5pm PST, or send an email to acgsales@acggreen.com to make a warranty claim.
