

Limited warranty sofa beds & chairs

All our sofa beds and chairs are continuously tested against our high internal standards as well as being rigorously tested by independent accredited labs such as SGS, Intertek and Bureau Veritas to comply with industry standards for quality and durability.

Therefore, Innovation Living offers a 5-year limited warranty on materials and manufacturing defects on sofa beds and chairs within the terms described below.

How long is the limited warranty valid?

You will have 5-year limited warranty.

What is covered under this limited warranty?

This limited warranty covers defects in materials and workmanship in the following components of the sofa beds and chairs:

- Gears and mechanisms
- Wooden frames
- Metal frames
- Spring-, latex-, or foam cores of sofa beds and chairs

This limited warranty applies to private/residential use only.

Note that the 5-year limited warranty does not include textile, on which we offer 1 year warranty.

How do I prove my claim?

We need a copy of the original purchase receipt as proof of your purchase together with photos/videos and a description that clearly demonstrate the defect.

Finally, we need a photo of the product label that is placed on the inside of the product. Please find the exact position of this label in the assembly instruction for your products (assembly instructions can always be found via our website).

What will Innovation Living do to correct the problem?

The quality control department of Innovation Living will examine the claim and decide, at its sole discretion, if it is covered by the limited warranty and subsequently either if it should be repaired or replaced. If the claim is covered by the warranty, Innovation Living will cover the costs of spare parts or provide an equivalent replacement, if the item is no longer available. Most of our sofas are sold in separate parts, and we will do our utmost to limit replacements to the relevant parts due to both environmental and economic concerns.

For countries with significant distance to one of our warehouses, big replacement parts will be sent as part of the next possible order shipment to the relevant retailer. For smaller replacement parts, we will ship as airfreight directly and straight away.

What is not covered under this limited warranty?

This limited warranty does not apply to products that have been stored or installed incorrectly, used inappropriately, abused, misused, altered, or cleaned with wrong cleaning methods or cleaning products.

This limited warranty does not cover normal wear and tear, cuts or scratches, or damage caused by impacts or accidents.

This limited warranty does not apply if the product has been placed outdoors or in a humid environment.

This limited warranty does not cover consequential or accidental damage.

This limited warranty does not cover textile, on which we offer 1 year warranty.

In case of any questions, please contact your local dealer or contact us through our website www.innovationliving.com