



Sleeper Sofa Warranty

Thomas Kemp high performance sleeper sofas come with a 5 year limited warranty on fabric, product, and parts against normal wear and tear under reasonable use conditions from the date of installation.



This Limited Warranty applies to the original purchaser only, and is subject to the terms and conditions below.

Damage to fabrics or parts of the sleeper sofa from abnormal usage are not included. Damage from *abnormal usage* includes damage arising from abuse, misuse, vandalism, burns, cuts, punctures, improper installation, use of improper cleaning agents or methods, application of a finish treatment, abrasion from other components or furniture, or any use other than normal indoor or covered outdoor function. This warranty does not apply to any product or products including, furniture parts, mechanical mechanisms, or fabrics that have been altered by any person, dealer, or company without the express written authorization of Thomas Kemp.

Because Thomas Kemp fabrics are treated with Fire Retardant (FR), Repellency and Clean-ability technology, our care and maintenance instructions should be adhered to as closely as possible. Untreated stains and residual cleaning agents will effect the longevity of the fabric's continued performance in FR compliance, Repellency, and Clean-ability. Not all fabrics are the same, so please refer to the relevant fabric warranty and care and maintenance instructions. These are provided either digitally, in printed format, or both. They are also provided on our website. CAUTION: Any use of improper or unapproved fabric cleaning methods voids all fabric warranties.

In the case where sufficient reason is provided for the item becoming unserviceable due to dropping below industry standards from normal wear and tear, Thomas Kemp will repair or replace the item free-of-charge. The item or items will be delivered as to the terms in the original contract.

A warranty claim can be initiated by submitting clear photos of the item in question, a description of the issue, and a copy of the original invoice. Thomas Kemp reserves the right to inspect the disputed item if required.

Refunds are not available. If within the warranty period, identical materials are unavailable at the time of repair or replacement, Thomas Kemp reserves the right to substitute materials of equal or better quality. Replacement fabrics may vary in color from the original due to dye lot differences.