

LIMITED Warranties

Cisco Brothers warranty is a limited warranty in that it covers the original purchaser only. This Limited Warranty constitutes the exclusive remedies available for all Cisco Brothers' Goods.

Cisco Brothers will repair or replace any Goods that are still under warranty if said goods are defective in material or workmanship. The decision to repair or replace Goods will be made at the sole decision of Cisco Brothers.

Warranty Terms for specific Goods are listed below.

Submission Procedures & Requirements

To exercise your rights under the limited warranty, Customer (Authorized Retailer) must submit the original Cisco Brothers invoice, and if already sold to an end-user, by the Customer's (Authorized retailer) original sales receipt as well.

Any repair or return submitted under a Warranty Claim must be accompanied by photographs (digital or print) AND must be authorized by an RMA form.

Any defective product in material or workmanship must be reported to Cisco Brothers through the Customer (Authorized Retailer) within 15 days of the original invoice or sales receipt.

Freight Costs

Customer will not be charged for any repair services, replacement or delivery costs related to warranty issues arising during the first year of ownership, as determined by the ship date from the company's factory.

In the case of a warranty repair or replacement of Goods with a warranty of more than one year of ownership, as determined by the ship date from the Company's factory, the Customer will be responsible for the delivery cost to and from the factory.

Warranty Terms for Specific Goods

Upholstered Furniture: Cisco Brothers warranty for all upholstery Goods becomes null and void in the case of any re-upholstery or unauthorized repair of said Goods. The lengths of all warranties below are determined from the date of delivery, defined as the ship date from our factory noted on the Company invoice, and are valid only for Authorized Dealers and original purchasers with proof of ownership (an original sales receipt from an Authorized Retailer). All Cisco Brothers warranties are null and void when Goods are re-sold to a second user.

Cisco Brothers voids its cushion AND covering warranty if any non-authorized after-market soil, fabric or leather protection, or chemical is applied, including any stain guard protection. See Care & Maintenance section for recommended care of fabric and leather coverings.

Frames and Springs: Cisco Brothers Frames and Springs, when subjected to normal use under normal conditions, are warranted for as long as the upholstered product is covered in its original fabric or leather. **Unfinished (raw) legs are excluded from warranty.**

Motion Mechanisms, Sleeper Mechanisms, and Swivels: Motion Mechanisms, Sleeper Mechanisms, and Swivels are warranted for ONE (1) year.

Polyester Soft Fill Cushions: Polyester Soft Fill Cushions are warranted against loss of resiliency for the life of the product. Loss of resiliency does not include any slight softening of a cushion or the flattening of the fiber top. See Care & Maintenance section for recommendations on how to preserve cushion resiliency.

Feather Cloud: Feather cloud cushions are warranted against defects in materials and workmanship for SEVEN (7) years. See Care & Maintenance section for recommendations on how to prolong cushion resiliency.

Feather and Down Cushions: Feather and Down Cushions are warranted against defects in materials and workmanship for a period of THREE (3) years. See Care & Maintenance section for recommendations on how to prolong cushion resiliency.

Sleeper Mattress: Warranted for ONE (1) year.

Coverings: The warranty does not cover fading or stains from spills such as acids, solvents, dyes, ink, paint, other corrosive chemicals or bodily fluids, as well as, improper cleaning, abuse, neglect, treating of coverings with chemical products, and exposure of coverings to sunlight, bright light or extreme heat, each of which can cause damage to the covering and thereby voids this warranty in its entirety.

Fabric: Manufacturers of upholstery fabrics do not warrant their products for durability or colorfastness. While Cisco Brothers makes every effort to select fabrics that are durable and colorfast, we regret that we will be unable to honor adjustments, claims, or credits based on durability or colorfastness. Fabric coverings, other than Customer's Own Material (COM), are warranted for ONE (1) year against manufacturing defects, seam slippage, pilling (unless pilling is a natural characteristic), shrinkage, and nap loss. On all upholstery Cisco Brothers tries to align and match fabric patterns; however in most cases tufting will not allow exact alignment and matching of fabric patterns.

Leather: All Cisco Brothers' upholstered leather Goods use 100% leather, except loose back cushions and seat cushions, which are partially backed in a durable, breathable material to prevent puffing and potential mildew. Leather coverings are warranted against tearing, splitting and seam slippage for ONE (1) year. The Cisco Brothers warranty does not cover natural characteristics of individual hides such as wrinkling, markings, or variations in grain, color or hand.

Case Good Furniture: Wood products are warranted to be free of defects in materials and workmanship for a period of ONE (1) year. Wood is a natural organic material and as such it breathes and responds to changes in humidity and temperature, and will vary in shade, texture and markings. ****Unfinished (raw) items are excluded from warranty.****

Warranty Limitations and Exclusions

Cisco Brothers believes it has one of the best warranty terms in the industry, which reflects the superior quality of its products; however there are some necessary limitations and exclusions, detailed below.

Vintage Fabrics Warranty

We use vintage textiles to make interesting upholstery. Although these items make for beautiful conversation pieces, they cannot be warranted against regular wear and tear of the textiles. They are each coming from different places and have had their own life. You may want to consider staying away from a vintage textile if you are purchasing a piece of furniture that will be regularly used.

Disclaimer of Implied Warranties

"Implied warranties," herein signifies warranties that the law sometimes implies to have been given by the seller even though they are not set out in writing; *Cisco Brothers makes no implied warranties of merchantability or fitness for a particular purpose. These and all other implied warranties are specifically disclaimed.*

Place of Purchase

This warranty protects only Goods purchased by an original owner directly from a Cisco Brothers Customer (Authorized Retailer); no re-sold Goods are protected under warranty.

Residential Use

This warranty applies only to Cisco Brothers Goods purchased for normal indoor residential use and does not cover Goods for commercial use.

Improper Care and Use

Like all quality furniture, Cisco Brothers Goods require routine maintenance, and proper care and use are essential to preserving all rights under this warranty.

This warranty is void if improper maintenance or improper use causes damage to Goods, including the use of detergents, abrasives or other harsh cleaning agents. *Please refer to Maintenance & Care section for specific guidelines and recommendations.*

Accidents, Abuse and Normal Wear and Tear

This warranty does not cover damage to Goods resulting from negligence, abuse, normal wear and tear, or accidents, including burns, cuts, scratches, tears, scuffs, watermarks, indentations or pet damage.

Product Modification

Any modification made to Goods by any retailer, consumer, or other parties not authorized by Cisco Brothers will void this warranty.

Floor Samples or Products purchased "AS IS"

This warranty does not cover floor samples or other Goods designated "AS IS" at the time of purchase.

Differences from Floor Samples or Literature

Because Cisco Brothers Goods are all hand-crafted from natural materials minor variations can occur from piece to piece, and as such this warranty does not cover such minor variations, or differences between floor samples or printed illustrations and actual Goods delivered.

Consequential or Incidental Damages

Cisco Brothers will not be liable for consequential or incidental damages. "Consequential and incidental damages" is herein defined as any loss, expense, or damage other than to the Goods themselves that may result from a defect in said Goods. (Please note that some states exclude or limit warranty waivers to consequential and incidental damages; however)

Warranty Rights and Enforcement.

This warranty gives you specific legal rights, and you may also have other rights, which vary from state to state. Except for such other rights, the remedies provided under this warranty state the limit of Cisco Brothers' responsibilities.

If any portion of this warranty is deemed unenforceable by any jurisdiction or judgment than it shall not render the entire warranty null and void, but all other clauses and stipulations shall remain in full force and effect.