



## Limited Warranty 2024

### Warranty Information

- All Gus\* products are warranted against defects in material and workmanship.
- You must hold a valid Proof of Purchase for the item showing it was purchased from an authorized Gus\* retailer. The warranty is void after resale.
- The warranty applies to standard household use and is warranted under normal care and maintenance from the date of purchase.
- Upon determination of the warranty defect, Gus\* Design Group Inc. reserves the right to replace or repair the product at its sole discretion. The decision will be based on the product itself, the level of damage, and the feasibility of a proper repair.
- The integrity of your Gus\* furniture will remain intact over time provided it is used appropriately. Improper care or use, improper storage, accidents, abuse, negligence, commercial use or rental use will void the warranty.
- Please note, this warranty does not cover damage due to improper cleaning, care of upholstery coverings, or the use/ misuse of any recommended cleaning products. For the care and maintenance of our Gus\* fabrics and leather please refer to details outlined in the care and maintenance guide.

### Warranty Claims

- All warranty claims must go through the original authorized Gus\* retailer where the purchase was made. Only the original purchaser holds the right to a valid warranty; for this reason, it is important to retain the original Proof of Purchase.
- All Gus\* designs are labeled with Gus\* tags which are your guarantee of a quality Gus\* product. Removal of these tags will void the warranty.
- The warranty does not extend to any Gus\* upholstery which was purchased 'as is', in a distressed condition, or as a floor model.
- The warranty does not extend to any damage the furniture receives during transportation. Any pieces damaged during transportation should be handled according to the Gus\* Damage Claim Policy.
- Transportation to and from the retailer on any claimed merchandise in need of repair/return to Gus\* is the responsibility of the purchaser and/or retailer and not that of Gus\* Design Group Inc.
- Gus\* reserves the right to limit any warranty in situations where the claim is deemed invalid by Gus\* Design Group Inc. due to the furniture being subject to improper use, commercial use, outside alterations, neglect, accidents, improper cleaning, and direct exposure to sunlight or heat.
- Warranty conditions are subject to change without notice.
- Customer satisfaction is our priority, and we welcome any questions and feedback.

### **Upholstered Sofa and Sectional Limited 10 Year Warranty on Frame & Springs**

### **Upholstered Accent Chairs Limited 1 Year Warranty on Frame & Springs**

### **Upholstered and Wood Bed Limited 1 Year Warranty on Frame**

The integrity of the frame will remain intact over time providing it is used appropriately. Sitting on the back/ arms or jumping/rough handling/playing on a piece is not recommended nor covered by this warranty.

- Do not drag the piece over rough surfaces. To move the piece, it must be lifted as pushing or dragging it, even on smooth surfaces, may cause unnecessary stress on the piece.

### **Cushions & Foam Limited 1 Year Warranty**

- During the first few months, the foam padding of your upholstered piece will become softer. This process is normal, and it should be expected that there will be a slight softening effect as the polyurethane/PET/Feather Fill adjusts to regular use. This is not to be confused with a loss of resiliency.

### **Fabric & Vinyl Limited 1 Year Warranty**

### **Leather Covering Limited 2 Year Warranty**

- As sun is a natural bleaching agent, it is strongly advised that you keep our Gus\* upholstery away from direct sunlight as it will weaken and discolour the covering over time. This is not covered by this warranty.
- Heat will also damage the covering and it is not covered by warranty, so it is important to position the upholstered piece at least 2 feet away from any sources of heat such as radiators and heaters.
- If, at a later date, you purchase a new upholstered piece in the same covering as the one you already own, it is possible that you may notice slight variations due to dye lot variances or natural beaching/ fading in the covering. Gus\* does not warrant against such variance.
- Leather is a natural product, and as such it may have subtle surface features which are unique to each piece. Gus\* does not warrant against these features.
- Certain types of clothing dyes, particularly those used in new denim have a tendency to transfer onto fabric, vinyl, and leather. Gus\* cannot predict how these dyes will behave, and as a result we cannot warrant against the resulting transfer.

### **Case Goods, Accent Tables, Workspace, Dining Products, & Lighting Limited 1 Year Warranty**

- Please note that solid wood and wood veneer have distinctive characteristics which are not considered defects. Warranty coverage does not apply to variation in wood grain, pattern, colour, or the normal expansion and contraction that can occur with wood/ wood products.
- Wood is susceptible to changes in humidity; therefore, a humidity level of 40-50% should be maintained at all times to extend the life of our wood and veneer. Subjecting your Gus\* furniture item to extreme cold or heat voids the warranty.

### **Rug Limited 1 Year Warranty**

- You must purchase and use a suitable area rug pad under your rug for this warranty to apply.
- Normal wear and tear is not warranted.
- In addition, there are many outside elements that may affect your rug's appearance over time.

Many of these conditions are not covered under this warranty and are not considered manufacturing defects. These include but are not limited to the following:

- Differences in colour, texture from samples or from one rug to another

- Roll marks from shipping that will disappear with routine vacuuming
- Seam peaking from rolling the rug that will disappear with reverse rolling
- Shedding, which will decrease and stop over time
- Matting and crushing at pivot points and in traffic paths
- Highlighting and shading from light reflections
- Normal sprouting, pulls or loss of single tufts of fiber
- Exposure to sunlight, humidity, heat, chemicals or atmospheric gases
- Improper maintenance, including use of the vacuum cleaner beater bar
- Placing a non-water-resistant rug in a damp or wet area
- Damage caused by pets
- Improper cleaning, especially through use of a wet process

**Sofabed with Mechanism Limited 5-year warranty on upholstered frame, limited 2-year warranty on mechanism, limited 1 year warranty on foam and fabric**

- IMPORTANT! Due to product weight and safety this product must be delivered and assembled by a white-glove delivery service to maintain a valid warranty.
- This warranty does not apply to products that have been stored or installed incorrectly, used inappropriately, abused, misused, altered, or cleaned with the wrong cleaning methods/products.
- This warranty does not cover normal wear and tear, cuts or scratches, or damage caused by impacts or accidents.

If you have any questions, please contact us at [info@gusdesigngroup.com](mailto:info@gusdesigngroup.com).