



# WARRANTY

## TERMS & CONDITIONS

APRIL 2026

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## INTRODUCTION

# Congratulations for your choice!

With every La-Z-Boy product, you receive the famous La-Z-Boy warranty, one of the best in the industry.

To receive service on your La-Z-Boy product, please contact the authorised La-Z-Boy retailer from whom you purchased it. Proof of purchase will be required.

La-Z-Boy warrants this product to the original consumer purchaser as follows:

## PRODUCT INFORMATION

1. Metal reclining/inclining mechanism (except as “2”, see below) has a limited warranty against defects in material and workmanship for ten (10) years from the date of receipt.
2. Electric motors, electrical components and electrically operated lifting and rolling mechanisms have a limited warranty against defect in materials and workmanship for two (2) years from the date of receipt.
3. All frame parts and springs have a limited warranty against defects in material and workmanship for ten (10) years from the date of receipt.
4. All other parts (except as “5” and “6”, see below) have a limited warranty against defects in material and workmanship for one (1) year from the date of receipt.
5. Padding and foam are covered for two (2) years from the date of receipt under normal domestic use.
6. Fabric and leather warranties are covered from the date of receipt, with one (1) year for fabric and two (2) years for leather.
7. SCOPE OF WARRANTY: Warranty coverage applies only to defects in products that are used exclusively for personal, family or household purposes by the original purchaser. It does not cover rental, business, commercial, medical aid or institutional uses. Warranty is only valid in the original country of purchase.
8. CLAIMS AND REMEDY: To make a warranty claim, contact the dealer from whom you purchased the product. Proof of purchase is required. Reasonable repair or replacement of the defective limited warranty parts will be made through the dealer.

This limited warranty gives you specific legal rights which are in addition to those conferred on you by law and under consumer legislation. Any questions relative to the terms of, or obtaining performance under this limited warranty should be directed to your dealer. LA-Z-BOY reserves the right to discontinue or change parts, models and products to make substitutions. The exclusive remedy and limited warranty offered by the company and its entire undertaking and obligation with respect to the product are stated above and may not be changed or enlarged by any person, retailer or company without express written authorisation of LA-Z-BOY.

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## IMPORTANT SAFETY PRECAUTIONS

**Do not operate if damaged.**

**Keep power products away from water.**

**LEG REST** folds down on closing. To avoid injury, check carefully for obstructions. Ensure the leg rest is always in the closed position whenever the chair is not in use.

**MOVING PARTS** can pinch fingers. To avoid injury please be careful of moving parts and ensure pets are kept at a safe distance.

**CHILDREN:** We recommend you don't allow children to operate the chair. Do not allow children to climb on the furniture.

**USAGE:** This product is NOT intended for rental use or for use in business institutions, as medical aids or other heavy-duty applications. It is only for personal use in the owner's home. Maximum safe weight limit 120kg.

## GENERAL TIPS

### CORRECT USAGE

Furniture will suffer with harsh treatment. Never sit on the leg rest when raised. Do not manually pull leg rests to open or close. DO NOT force the handle forward without first pulling it back to the lock position.

Furniture with decorative trims will require special care. Fringing and valances are prone to snagging by heels, vacuums, pets, etc.

Much of our upholstery features gathering along certain sewing seams known as 'comfort wrinkles'. This is a random process and will vary from one part of the chair to another. This is perfectly normal.

Your reclining furniture needs mechanical tolerance in order to work, therefore, a certain amount of side movement can be expected, especially when no one is seated on the chair.

Your sofa/chair should be well clear of all obstructions before use. Sofas which feature reclining options need mechanical tolerance in order to work correctly and therefore cannot always line up perfectly after use. Use both ends of your sofa to ensure even wear.

### UPHOLSTERY CARE

Zips are fitted on many cushions to aid manufacture only; covers are not designed to be removed. Be careful with rings, buckles, bracelets, etc, which can all catch on your upholstery.

Your recliner has been designed to be sat on in comfort, so please use it correctly. Sitting on the edge of the seat cushion and arms will cause premature wearing and distortion of the fillings. The arms in particular come in for a good deal of wear over the years.

Head pillows can also suffer from soiling by hair, oil or grease, so please use a headset or arm rest covers if necessary.

Even light dust and dirt will increase wear on the fabric and can dull the colours, giving a faded appearance. Occasionally vacuum your upholstery and go over it

with a soft brush. NEVER use a stiff fibre or metal brush as this will damage the fabric.

Minor noise in the mechanism or unevenness when turning swivel mechanisms is normal and the results of regular use. Minor noise and colour variation in laminated wood is normal. Loss of foam resiliency should not be confused with softening of foam or stretched cover, which are results of normal use. Owners of upholstered furniture should expect foam and fibre fillings to compact a little over time.

### **GENUINE LEATHER**

If you have chosen genuine leather furniture, it is essential to realise that the natural characteristics of leather mean that no two hides are ever alike. Although great care is taken to select the hides, it would be impossible and undesirable to obscure all the natural markings. Remember these are the living proof of genuine leather.

Leather is inclined to stretch and this will show as creasing to cushion tops. On deep-buttoned furniture this can lead to opening of pleats, which is not a fault but is normal for this type of upholstery.

Remove surface dust with a soft duster. If soiled, use a damp cloth and dry immediately with a soft cloth.

Regular cleaning and conditioning of the leather will prolong the life of your furniture.

Do not use spray polish or other chemically based products, avoid saddle soap or abrasive cleaners of any description.

### **ENVIRONMENT**

Avoid exposing upholstered furniture to direct sunlight, otherwise fading of the fabric can occur. Avoid placing furniture in areas of extreme heat, cold or humidity. For indoor use only.

## **CLEANING AND DRESSING**

A regular dressing programme should be practiced for your upholstered furniture. This involves 'plumping up' of all back, seat and arm cushions. This will help your cushions retain their shape and appearance, giving balanced wear.

Wet cleaning is not recommended unless otherwise specified. Do not attempt to wash your La-Z-Boy product. This can cause colours to bleed and if padding becomes damp, staining and interior damage can result. For small stains use a proprietary stain remover.

Acrylic velvets will crease and crush during normal use, creating random shading. These are not wear marks but simply pile displacement. This is an inherent characteristic of this type of fabric.

Unfortunately, nothing can last forever, and even your La-Z-Boy product will wear over time. However, with care, this time will be prolonged making your La-Z-Boy upholstery a continual source of pride and satisfaction.

We cannot accept liability for damage or defects resulting from failure to comply with the care and usage advice given above.

All repairs must be carried out with approved parts and by an approved technician.

There is a €50 call-out fee (including VAT) for a technician's visit to your premises. This price covers the inspection, fault diagnosis, and all labor required for the repair. This amount does not include the potential cost of any spare parts.

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