



GENERAL INFORMATION:

KSL Manufacturing was founded in 1982. Quality is the most important element in our philosophy of providing a good product in a timely fashion.

LIMITED LIFETIME WARRANTY:

This warranty applies to new KSL residential upholstered furniture and is extended only to the consumer who makes the original purchase. KSL warrants the individual furniture components to be free of defects in material and workmanship for the length of time specified. We will honour reasonable and customary labour charges for parts or repairs within one year of the original date of purchase once approval is given by KSL. This warranty does not apply to defects resulting from negligence, misuse, accidents or commercial usage, nor does it cover loss of time, money or any other such incidental or consequential expenses. Under the terms of this limited warranty, KSL retains the option to repair or replace the defective item on a pro rata basis. We will not be responsible for transportation and packaging charges.

FRAME CONSTRUCTION:

All Wood Arms are solid Teak, Cherry, Maple or Oak. The balance of the show wood is veneered Teak, Cherry, Maple or Oak. The inside frames are constructed from select hardwood lumbers and plywood. All corners and structured stress points are reinforced with corner blocks, which are firmly glued then screwed in place. KSL frames are warranted against defects in material or workmanship for five years.

FABRIC/LEATHER – ONE YEAR:

Upholstery fabrics and leather hides are warranted against defective material or workmanship for one year from the date of purchase under normal use and care. Fabric damage or failure due to chemical treatments applied by the retailer or consumer, heavy soiling or improper cleaning will void this warranty. Leather coverage does not include natural markings, shrinkage, stretching or variations in grain or colour, which occur naturally and prove the authenticity of the leather.

FOAM:

The density of the seat cushions is 2.0- 2.5 lbs, the back is 1.5-1.8 lbs. The sofa beds use 1.9 lb. density foam. Most of our models are Dacron wrapped on the seat and back for a softer look and feel. High-density foam seat cushions are warranted against loss of resiliency for three years from the date of purchase. Over time, normal softening and some loss of resiliency occurs in all polyester fiber-wrapped foam cushion cores. Seat and back cushions will change shape with use and aging.

SLEEPER AND SWIVEL ROCKER MECHANISMS:

The mechanisms and motorized units, under normal use and conditions, are warranted against breakage due to defective material and workmanship for one year from the date of purchase.

CLAIMS:

All furniture is shipped at purchaser's risk. We cannot assume responsibility for damage or delay in transit and we cannot place claim for merchandise damaged in transit. By signing our bill of lading, the carrier assumes the responsibility for delivering this merchandise in first class condition. Should there be a loss or damage in a shipment, the agent of the carrier should make proper notation on the delivery receipt. When concealed damage is discovered, not evident at the time of delivery, retain the packaging materials and carton and notify the delivering carrier to make an immediate inspection.

RETURNS:

No return of furniture will be accepted without our written consent and shipping instructions.

CANCELLATIONS:

No cancellations can be accepted after the fabric has been cut.