

PRECEDENT, a division of Sherrill Furniture since 1983, is a specialty manufacturer of contemporary/transitional seating at moderate price points. We are recognized as a leader in this field and praised for our excellent value of product, quality, design and service.

Limited Warranty

Precedent offers a limited warranty stating that the individual furniture components are free from defects in material and workmanship for the length of time specified. This warranty applies only under the conditions of normal household use. It does not apply in commercial or multi family dwellings, or to a defect resulting from negligence, misuse, or accidents. Precedent retains the right for inspection and the option of replacing or repairing the defective item at our facility.

Warranty Service

Any claim for warranty service must be made through the original authorized retail dealer. Proof of purchase, with the date of delivery, must accompany the claim. Transportation responsibility on warranty claims is limited to the first year and only between the factory and the retail store.

Frame – Lifetime Limited Warranty

Frames are constructed from engineered, kiln-dried hardwood. The frame is warranted to the purchaser for the lifetime of the original fabric under normal use and conditions.

Springs – Five Years

Most styles use sinuous wire springs with a heavy gauge tie wire securing them to one another. The arms and/or ends have an extra spring selectively placed to prevent any fall off or pitching.

Some styles with unusual shapes or limited space for springs are constructed with a webbed base. The webbing is a heavy gauge product that is made from rubber and nylon that is guaranteed not to break or lose their elasticity.

Both spring systems are warranted against breakage, due to defective material or workmanship, for a period of five years from the date of purchase.

Cushions

UD Cushions, Blown Backs and Comfort Firm Backs – One Year

UD seat cushions are a 1.8 density high resiliency polyurethane core, wrapped in polyester fiber for superior seating comfort. The same quality core is used to meet specific design needs in certain styles, but different fiber applications may be used. UD cushions are warranted for one year against loss of resiliency. The loss of resiliency should not be confused with a slight softening and flattening of the polyester fiber and foam. This softening and flattening will occur in all foam as a result of use and age and is considered normal and acceptable wear. All seat cushions should be turned on a weekly basis to maximize the wear of the fabric and cushion filling.

The back cushions are blown with virgin polyester fiber encased in an accord ticking. The ticking is sewn with channels to prevent and control fiber migration. All fiber cushions should be fluffed and rotated where possible to maximize the wear of the fabric and filling material. The back cushions are warranted against the loss of resiliency. They are not warranted against slight softening or flattening that will occur in all blown backs as a result of use and age, which again is considered normal and acceptable wear.

Luxury Spring, Comfort Firm & Memory Lux Seat Cushions – Five Years

Our *Luxury Spring* Cushion (LSS) is a premium cushion that is standard on many styles. A Marshall spring unit makes up the core, which is encased by high resiliency foam and then wrapped in a layer of soft-cell foam. The unit is then sewn into a ticking.

Our *Comfort Firm* Cushion (CSS) is constructed similarly to the *Luxury Spring* cushion except with a firmer springs and firmer foam. The cushion will sit more firmly than the *Luxury Spring* cushion.

Our *Memory Lux* Cushions (MLS) is a core of Pluralux (latex-like) foam with layers of visco-elastic foam on top and bottom.

Luxury Down Seats and Backs - One Year

Luxury Down seat cushions are made with a core of 1.8 lb. high resiliency foam. The core is wrapped with soft-cell foam and then encased in a fiber/down/feather wrapping.

Luxury Down back cushions made from a blend of 25% polyester fiber and 75% feather/down blend. The feather/down blend is 90% feathers and 10% down.

The premium cushions are only offered in specific styles and are warranted to the original purchaser against loss of resiliency. These cushions are not warranted against slight softening or flattening, which will occur with all cushions resulting from normal wear. Replacement cushions will be shipped freight prepaid for the first year and freight collect thereafter. It is the responsibility of the retail dealer to return the defective cores for inspection and credit. Precedent will not assume any cost for installation of replacement cores.

Mechanisms - Two Years

Sleeper mechanisms and swivel mechanisms are manufactured by Leggett and Platt. The sleeper mechanism is manufactured from 14 gauge round tubular steel with a locking TV headrest and a full polypropylene deck. This unit provides an excellent sleeping and seating foundation. Swivel mechanisms utilize a full race ball bearing unit, which provides smooth operation. All mechanisms are warranted to the original purchaser for a period of two years. Precedent will provide a replacement mechanism to the retail dealer freight prepaid for the first year and allow for reasonable installation not to exceed fifty dollars for sleeper and thirty-five dollars for swivel mechanisms. After the first year, Precedent will provide replacement mechanisms to the dealer freight collect and will make no allowances for installation. The dealer agrees to return the defective mechanism freight prepaid for inspection and credit. This warranty applies only to normal household use. It does not apply in commercial use, as stated above. Contract sleeper mechanisms and mattresses are available at an up-charge for specified projects. Contract mechanisms are warranted to the original purchaser for a period of one year.

Sleeper Mattresses – Three Years Pro-Rated

Precedent uses an innerspring sleeper mattress that is manufactured by Kingsdown. The queen size mattress is constructed with 229 coils and has a quilted top pad. The mattress is warranted to the original purchaser with a limited three year pro-rated warranty, covering defects in material and workmanship under normal use and service. Precedent will supply to the dealer a replacement mattress freight prepaid for any failure during the first year. The dealer agrees to assume the cost of installation and to return the defective mattress freight prepaid for inspection and credit. In the second year, the mattress will be repaired or replaced, at our option, for 1/3 of the purchase price and for 2/3 of the purchase price during the third year. Precedent assumes no responsibility for freight after the first year.

"Air Dream" Mattress Warranty

Precedent offers a premium mattress featuring air-over-coil technology. The mattress is comprised of an innerspring unit as a base, with an inflatable air mattress on top. (The Air Dream unit that is used in the Multiple Choices Collection does not include coil springs). Each mattress includes a lightweight, handheld electric pump to inflate the air chamber. The Air Dream Mattress (base unit, air bladder and air bladder valve) are warranted to the original purchaser for three years. The air pump is warranted to the original purchaser for one year. If a replacement part is needed, please enter a request and the part(s) will be shipped to the requested location in a prepackaged container with a return shipping label to Leggett and Platt. The air bladder is not warranted against puncture damage. Precedent will be responsible for freight if the part in question is deemed defective upon returned inspection. Precedent will not be responsible for any freight or installation charges outside of the initial freight charge.

REPAIR AND RETURN POLICY

Please take time to read; inaction on the part of the salesman will directly affect your commissions.

Request for Return of Finished Goods

A Product Service Report must be filled out before the plant will authorize any return of finished merchandise. We must have the invoice number and date, frame and cover, stock or sold order, customer name, delivery date, description of the problem in detail and a Polaroid photo. If the report complies with the company Product Service Policy, a return authorization will be issued.

When you inspect a piece of furniture, it is recommended that you have with you a representative of the retail store. Thoroughly examine the furniture and determine if this is a factory defect, freight damage, or customer use (abuse). We want to be fair with the dealer, and in return, we want him to be fair with us.

It is not our policy to take back merchandise for credit. Damaged or defective merchandise that cannot be repaired locally will be brought back to the factory for repair and return to the dealer.

Request for Repair or Replacement Parts

Replacement parts will be on a charge basis. We will issue credit upon the return and inspection on the defective part. In some situations, where the parts are obviously defective, replacement parts will be supplied at no charge.

Upholstery fabric manufacturers do not guarantee their products for durability, color fastness, fabric shrinkage/stretching, or cleanability. Therefore, we will not honor claims for those fabric problems.

Local Repairs

The salesman can authorize local repairs for \$20 or less. A request for credit must be submitted with all pertinent information: invoice number and date, frame and cover, customer name, delivery date, description of the problem, and repair required.

Requests for repairs beyond \$20 must be approved by a factory customer service representative or management. The salesman must first inspect the merchandise in question to determine if repairs can be reasonably made or if it must be returned to the factory for repair.

Precedent works hard at producing a quality piece of furniture. Each item is thoroughly inspected before it is wrapped and shipped. We expect the dealer to be responsible for a certain amount of preparation or minor repair. Our problems are negligible, and we stand fully behind our product.

Precedent

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Order, Delivery and Sales Information

Precedent has available to its dealers an excellent dealer catalog and swatch rack with over 300 fabrics. We have a website available to consumers and dealers. We also provide an ftp site for dealers to download photography.

Our pricelist is available in both wholesale and retail versions, available in print or excel formats. Large 18 x 27 inch hanging swatches are offered at an additional charge. Normal delivery is approximately 8 weeks. COM (customers own material) orders are accepted at grade 9 pricing.

Ultra Lux Seats and Backs – One Year

Ultra Lux seat cushions are made with a Marshall spring unit core which is encased in 1.8 lb. high resiliency foam. A soft-cell foam layer is then applied to the top and bottom and it is encased in a jacket of 100% feathers and down.

Ultra Lux back cushions feature 75% microdenier polyester fiber and 25% blend of feathers and down.

The premium cushions are only offered in specific styles and are warranted to the original purchaser against loss of resiliency. These cushions are not warranted against slight softening or flattening, which will occur with all cushions resulting from normal wear. Replacement cushions will be shipped freight prepaid for the first year and freight collect thereafter. It is the responsibility of the retail dealer to return the defective cores for inspection and credit. Precedent will not assume any cost for installation of replacement cores.

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