

The Futon Shop

Please see the following link for details of TFS mattress warranties.

<https://www.thefutonshop.com/documents/Mattress-Warranty.pdf>

Limited Warranty

[Limited Warranty download](#) [Mattress-Warranty download](#) | [Register your Mattress Warranty.](#)

Limited warranty does not apply to shipped products that arrived and were signed for as damage or were damaged and you contacted us within 24 hours of receipt. See shipping terms and policies.

Wood is a natural material with variations of color, shade, configuration, streaks and grain structure. Each individual piece of The Futon Shop furniture has characteristic markings that will differ from photo and showroom samples.

The warranty does not apply to:

- Normal body signatures of 1½" deep or less.*
- Firmness preference.
- Allergies or sensitivities.
- Cover (fabric).**
- Stains or soil.
- Burns.
- Floor models or models sold "as is."

*Normal body signatures are not a suggestion of structural failure. Rotating your Innerspring head to foot monthly will minimize the appearance of body signatures. The Futon Shop is not liable for incidental or consequential damages arising from the use of this product.

**The mattress cover is warranted for two (2) years against structural defects in the material or workmanship. Loose threads, pilling, normal body contouring, and stretching of fabrics are considered cosmetic flaws and are not covered.

1. Do not expose your furniture to heat or liquids
2. Avoid using oil/thinner based furniture cleaners. Use water based cleaners or a damp cloth only.
3. Articles such as glasses, bookends, flowerpots and hot cups and dishes should have a cloth or felt type pads pm them. Beware of some felt pads that have a pre-glued side as some of these adhesives contain chemicals that can damage the finish.
4. Always remember to lift objects rather than slide them across the finish.

5. Tighten the nuts and bolts every few months to avoid wear and tear, especially on moving parts.

The Futon Shop recognizes that customers expect us to support our quality products. Our warranties are a function of the products you have purchased. WE WARRANTY TO THE ORIGINAL PURCHASER THAT THE PRODUCTS YOU HAVE PURCHASED FROM THE FUTON SHOP WILL BE FREE FROM MANUFACTURER DEFECTS IN MATERIALS AND WORKMANSHIP FOR THE AMOUNT OF TIME SET FORTH BELOW. All warranties run from the date of purchase.

Futon Mattresses: seams, tacking & zippers Limited Lifetime Warranty 7 years

Slipcovers & Pillows: seams & zippers Limited Lifetime Warranty 7 years

Hardwood Frames: Limited Lifetime Warranty of 5 years

Metal Frames: Limited Warranty of 1 year

Case Goods: Limited Warranty of 1 year

Platform Beds: Limited Warranty of 1 year

Modern Sofa Beds: Limited Warranty 6 months

All warranties are Limited warranties. Limited warranties cover manufacturer defects only and do not cover normal wear and tear or damage resulting from neglect, accidental or intentional damage, institutional or commercial use, or exposure to extremes in temperature, humidity or to weather.

YOUR LIMITED WARRANTY RESPONSIBILITY in the event of a defect occurring during the warranty period. Which we determine to be the result of defects in materials or workmanship, we will repair or replace the defective part or product at our discretion. Any warranty issue must be accompanied by a digital photograph (1mb maximum), along with your original invoice number your name and contact phone number. The warranty only covers the item to be replaced and not the cost of getting the part to you.

** If we determine at our discretion that there is a defect covered by our warranty, we will take responsibility for repair or replacement as set forth above. If we cannot repair or replace an item, we reserve the right to substitute a substantially similar part or product, or to pay to you a pro-rated portion of the purchase price of the defective product based on the length of time you have owned the products as compared to the length of the warranty period. Any such payment shall be paid in full satisfaction of all claims for breach of warranty, which you might have against The Futon Shop.