



## WARRANTY INFORMATION

All The RW Collective items are under a limited one (1) year warranty from date of sale. This warranty covers manufacturer defects and damages.

The RW Collective products include any products listed or showcased exclusively in any The RW Collective product catalog, in printed form, or as displayed on the The RW Collective web page.

### UPHOLSTERY

All The RW Collective covers are under a limited one (1) year warranty from date of sale. This warranty covers manufacturer defects and damages. Frames and springs are warranted against manufacturing defects for the lifetime of the product. The RW Collective warrants the purchaser protection against abnormal loss of resiliency of the cushions for three (3) years. Any manufacturing defects of the metal parts of reclining, swivel, or sleeper mechanisms are covered by warranty for three (3) years. Sleeper mattresses, excluding the cover and softening of foam, are also protected against manufacturer defects for three (3) years.

Abnormal wear and abnormal loss of resiliency should not be confused with softening and flattening of foam and fibers, which are considered to be normal wear and are thus not defects. Compressing of polyester or other cushion fill material with regular use is not considered loss of resiliency. Due to the down and feather composition of many of our upholstered pieces, cushions and pillows will need to be “fluffed” from time to time.

Upholstery warranties do not cover standard wear, fabric shrinkage, stretching, or wrinkling. Any treatments, as well as improper cleaning, will void factory warranties. Reupholstering or re-covering the frame also voids all warranties, as some or all inner or hidden components may be altered. This warranty does not cover fading, as upholstery should never be placed in direct sunlight, and is not valid where there is evidence of soiling, misuse, abuse, negligence, accidents, or commercial use. Evidence of animal use will void any and all warranty by The RW Collective.

Leather is a natural material and every hide is uniquely enhanced by nature, especially in uncorrected leathers. Wrinkles, scratches, insect bites, barbed wire marks, healed scars, and other natural markings should not be considered flaws. Color variations occur normally within a hide, as well as from hide to hide, as no two hides are alike.

### CASEGOODS, OCCASIONALS, & ACCENTS

The RW Collective warrants these products free from manufacturing defects in materials and workmanship on all wood products for a period of one (1) year from the date of purchase.

Warranties on all products do not apply to damages arising from such neglect as accidental, intentional, institutional, commercial use; wear to hardware or casters, exposure to extremes in temperature, humidity, and misuse of product. Warranties do not apply to natural variations in color, grain, or texture of products made from reclaimed wood or other reclaimed materials.

## APPEARANCE & CARE

Because our products are made with wood, natural fibers, and other natural materials, variation from piece to piece will occur. We strive to accurately portray, depict, and describe our items, but differences in grain pattern, color, or sizes will occur between pieces. Measurements and photos are approximations only.

Any natural hide products cannot be matched for an order. Texture, tone, and color will vary. Products described as “gray” can range from charcoal to white, and products described as “tan” or “beige” can range from dark brown to cream, and differences in patterns, spotting, or other marks will occur. Hair length may range from long to short.

Materials, particularly wood and leather, can change over time. Please provide proper care for your merchandise.

## WARRANTY LIMITATIONS

The RW Collective warranties do not include: any condition resulting from incorrect or inadequate maintenance, cleaning, or care; any condition resulting from use for which the product was not intended, including commercial or rental use; the matching of grain, color, or texture of wood, leather, or metal; the colorfastness, commercial dye lot variations, wrinkling or wear of leather; the softening of filling materials under normal use; the nature of reclaimed materials, such as knots, season splits, and natural discolorations.

Returns for reasons other than freight damage or manufacturer’s defects must be pre-approved by The RW Collective through a Return Merchandise Approval (RMA), which can be obtained through your sales representative or online. Authorized returns are subject to a 20% restocking fee and any incurred freight charges. Any merchandised returns without authorization will not be accepted. Items with evidence of abuse or commercial use will not be accepted.

For any questions, please contact  
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