

Our consumer protection warranty is our promise to you, the original purchaser, that each piece of Norwalk furniture will be free from manufacturing defects for its useful life, provided the furniture is used in a residential application. All warranty periods begin on the date of delivery to your home. Please be prepared to provide proof of purchase on a warranty claim by keeping your original paperwork.

Frames and Springs: Norwalk warrants to you, the original retail purchaser, lifetime protection against manufacturing defects of frames and springs.

Seat Cushions: We fabricate our standard seating from Qualux® Ultra seating foam, which is the highest quality foam available in the upholster furniture business. Norwalk warrants to you, the original purchaser, a lifetime warranty on Qualux® cores against manufacturing defects.

Even though we use the highest performing polyurethane in the industry, some flattening or loss of resiliency will occur as a result of normal use and aging. This is not covered under the warranty. Cushion materials conform to the shape of the user and is not considered to be a manufacturing defect.

Cushion softness or hardness is significantly affected by the type of fabric that surrounds it. Proper maintenance, including frequent seat cushion rotation, will provide longer life and greater durability.

Cushions suspected to be defective must be returned to the factory for industry testing. If it is determined that the cores were not properly cared for or were under extreme abuse, it would void the warranty. If found defective, Norwalk will replace at no charge. Handling charges will apply to cushion cores replaced after two years.

Spring & Down Cushion: This type of cushion needs to be turned regularly. The spring and down core carries a two year warranty against manufacturing defects.

Premiere Cushion: The Premiere cushion needs to be turned regularly. The premiere core carries a two year warranty against manufacturing defects.

Comfort Down Cushion: Comfort Down cores will give you the sink-in, relaxed and wrinkled appearance with use. This type of cushion needs to be fluffed and turned regularly, just as with any other down unit. The comfort down core carries a two year warranty against manufacturing defects.

Loose Back Pillows: Most of our furniture styles carry the same back construction of 100% conjugated polyester fiber. These units will need to be fluffed and turned on a regular basis. Loose back pillows carry a two year warranty against manufacturing defects.

Notes: This warranty does not cover differences between your furniture and floor samples, swatches, printed illustrations, and video or internet displays. This warranty does not cover purchased display samples but the seller has the warranty information that applies.

Measurements: Our furniture is handcrafted. Measurements in catalog and online are approximate due to variation in padding and fabric thicknesses.

Fabric Warranty: Norwalk warrants to you, the original purchaser, fabrics used in covering your furniture with a one year warranty that protects against manufacturing defects.

This fabric warranty does not cover:

- Wearability or color fastness
- Fading of fabrics
- “Pillows only” silk fabrics
- Fabric pilling*
- Customer’s own material (C.O.M.)
- Aftermarket fabric treatment

* Pilling is the formation of small balls or clusters of fibers on the fabric’s surface. Pilling is caused by abrasion wear, and can be fibers of the fabric itself or a fabric which has come in contact with it.

Leather Warranty: Norwalk warrants to you, the original purchaser, leather used in covering your furniture with a one-year warranty protecting you against manufacturing defects.

The leather warranty does not cover:

- Fading or discoloration of leather due to sunlight (direct or indirect)
- Stretching as leather will stretch slightly during its natural break-in process
- Customer’s own leather (C.O.L.)
- Natural markings such as variations in grain, wrinkles, skin folds, cleanly healed scars, insect bites or patterns of original hair follicles which document the animal’s life and testify to the leather’s authenticity
- Color variation within our acceptable range
- Change in color due to natural occurrences, such as absorption of body oils or perspiration
- Damage due to improper care, rips, punctures or stains

All fabric and leather warranties are null and void if improperly cleaned.

Mechanisms: Norwalk warrants to you, the original retail purchaser, three year protection on reclining, swivel, sleeper, and power mechanisms. Ultra-Mek batteries and charging system have a one year warranty.

Sleeper Mattresses: Our sleep sofa mattresses are warranted directly from the manufacturer, protecting you against any defect in workmanship or materials. Maximum Premium, our standard mattress, has a 5 year limited warranty. The Air Dream™ Ultra carries a three year protection on the mattress, air bladder and valve. There is a one year warranty on the motor.

Wood Products: Norwalk warrants to you, the original retail purchaser, two year protection on all wood trim, tables and chairs. We warrant our wood furniture products to be free from defects in construction and workmanship under normal household and consumer use. Due to the natural variances in the grains and species of wood, you may notice a difference in the shading and tone of the finish. Please be aware this is not a defect.