

AC PACIFIC CORPORATION



WARRANTY INFORMATION

Bringing Comfort, Style and Affordability
Into Every Home in America



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AC PACIFIC CORPORATION LIMITED WARRANTIES

Upholstered Fabric

One year limited fabric warranty. AC Pacific Corporation will pay all repairs or replacement and all shipping costs from the retailer to our own designated Service Center for a period of one year from date of purchase to the original retail customer. Fabric is warranted against seams, fraying and dye transfer. This warranty does not cover any fabric with a pile or soft texture such as velvets against crushing or “shading effects”. This is the nature of any fabric with a texture and is considered normal and is in no way a defect.

Leather

One year limited leather warranty. AC Pacific Corporation will pay all repairs or replacement and all shipping costs from the retailer to our own designated Service Center for a period of one year from date of purchase to the original retail customer. Leather is a natural product, some variations of shade and tone are to be expected as well as natural flaws otherwise known as scratches, and wrinkles. “Natural Flaws” are in no way considered to be a defect.

Cushioning *Removable Cushions*

AC Pacific Corporation will replace any manufactured defected cushion core to the original retail customer for a period of one year from date of purchase. All cushion cores tend to soften within time, this is referred to as “body conforming or body depression” and in no way be considered a malfunction of the cushioning but rather normal wear. This is not a manufacturers defect. It is the responsibility of the original retail customer to return the defected cushion to AC Pacific Corporation’s designated Service Center.

Attached Cushions

Pertaining to an “Attached Cushion”, AC Pacific Corporation will pay, within one year from the date of purchase for repairs, or replacement of faulty cushions and shipping costs from the retailer to and from AC Pacific Corporations designated Service Center, at no charge to the original retail customer.

Modifications to Products

This limited warranty is null and void if product has been modified or altered in any way.

CLAIM PROCEDURE

AC Pacific Corporation at it’s sole discretion will decide whether parts should be repaired or replaced. AC Pacific will pay all shipping costs for said repairs or replacement parts for a period of one year from purchase date to the original retail customer. After one year It is the original retail customers responsibility to pay for all labor fees, packing and shipping expenses.

Under these limited warranties, it is AC Pacific Corporation’s exclusive obligation during the applicable warranty period to repair or replace, at our option, any part or parts found, upon examination by an authorized manufacture’s representative of AC Pacific Corporation, to contain a material manufacturing defect. For all of its products, other than an unattached cushion (as explained in the section pertaining to Cushioning).

Limited Warranties

Limited Warranties are non-transferable
Limited Warranties are specified by AC Pacific Corporation

If within the warranty period, identical materials are unavailable at the time of repair or replacement, AC Pacific Corporation reserves the right to substitute materials of equal or better quality. Replacement fabrics may vary in color from the original due to dye lot differences.

In relation to these limited warranties, AC Pacific Corporation is limited to repair, or at its option, replacement. AC Pacific Corporation will pay, within one year from the date of the original purchase by the original retail customer, reasonable labor rates to repair or replace defective parts and shipping costs from retailer to and AC Pacific Corporation, or a designated repair center provided by the Customer Service Department of AC Pacific Corporation, at no charge to the original retail customer. After one year from the date of purchase, the original retail customer will be responsible for all labor costs, packing, and all shipping costs to AC Pacific Corporation designated repair center.

Limited Warranty Information: (for products purchased on or after May 1, 2014)

Protective Treatments

Some protective treatments will cause damage to fabrics and leathers. Therefore any damaged caused by protective treatments on upholstery, leather and simulated leather products will void the warranty. Any warranty issues should be addressed to the company that applied the protective coating.

Warranty Outlines

| | |
|--|--------------------|
| FRAME | LIMITED LIFETIME |
| RECLINER MECHANISM | 5 YEARS |
| SPRINGS | 5 YEARS |
| POWER RECLINER MECHANISM | 3 YEARS |
| SLEEPER MECHANISM | 3 YEARS |
| ELECTRICAL SYSTEMS / MOTORS | 3 YEARS |
| * Includes: Power Switches, Power Motors and Transformers | |
| SLEEPER MATTRESS | 3 YEARS, PRO-RATED |
| SHIATSU MASSAGE UNIT | 1 YEAR |
| CUSHIONING | 1 YEAR |
| UPHOLSTERED FABRIC | 1 YEAR |
| LEATHER | 1 YEAR |

DISCLAIMER

NO OTHER WARRANTY WILL BE MADE OR EXPRESSED ON BEHALF OF AC PACIFIC CORPORATION. THIS WARRANTY CAN NOT BE MODIFIED OR CHANGED IN ANY WAY.

ANY EXTENDED WARRANTIES THAT THE CONSUMER MIGHT PURCHASE FROM A RETAILER WILL NOT BE COVERED IN ANY WAY BY AC PACIFIC CORPORATION. AS AC PACIFIC CORPORATION DOES NOT SELL OR OFFER ANY EXTENDED WARRANTIES. SUCH WARRANTIES MUST BE COVERED BY THE COMPANY THAT THE CONSUMER PURCHASED EXTENDED WARRANTIES FROM.

IN NO EVENT SHALL AC PACIFIC CORPORATION BE RESPONSIBLE FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES, SUCH AS LOSS OF USE, INCONVENIENCE, LOSS OR DAMAGE TO PERSONAL PROPERTY, WHETHER INDIRECT OR DIRECT, AND WHETHER ARISING IN CONTRACT OR BREACH.

Springs

Five year Spring warranty. Our heavy duty No Sag or S- Spring warranty covers all springs, spring clips and tie wires. AC Pacific Corporation warrants to the original purchaser for a period of one year from the date of purchase for all parts, labor and shipping costs, from the retailer to AC Pacific Corporation's designated Service Center at no charge. After one year from the date of purchase, the spring warranty covers replacement parts only and the original retail customer will be responsible for all labor costs, packing, and all shipping costs.

Sleeper Mechanism

Three year Sleeper Mechanism warranty. AC Pacific always attempts to provide their customer with the best Sleeper Mechanisms possible. We warrant our mechanisms for a period of three years from date of purchase to be free from all manufacturing defects. AC Pacific Corporation will pay, within one year from the date of purchase to the original retail customer for repairs, or replacement of faulty parts and shipping costs from the retailer to and from AC Pacific Corporation, at no charge. After one year from the date of purchase, the sleeper mechanism warranty covers replacement parts only, and the original retail customer will be responsible for labor costs, packing, and all shipping costs.

Sleeper Mattress

Three year limited Sleeper Mattress warranty to the original purchaser. This warranty begins on the date of purchase. During the first year AC Pacific Corporation will pay for all shipping costs from the retailer plus repair or replacement of mattress to the original retail customer. After the first year of use starting on the thirteenth month the mattress will be prorated to the original retail customer based on a 36 month warranty at 1/36th per month, starting from the original date of purchase. After one year from the date of purchase, the original retail customer will be responsible for all packing, and shipping costs.

Recliner Mechanism

Five year Reclining Mechanism warranty. AC Pacific always attempts to provide their customers with the best reclining mechanisms possible. We warrant our mechanisms for a period of five years from date of purchase to be free from all manufacturing defects. AC Pacific Corporation will pay, within one year from the date of purchase to the original retail customer for all replacement parts, labor and all shipping costs

from the retailer to AC Pacific Corporation's designated Service Center at no charge. After one year the original retail customer will be responsible for any labor costs and all shipping expenses.

Power Recliner Mechanism

Three year Power Recliner Mechanism warranty. AC Pacific always attempts to provide their customers with the best reclining mechanisms possible. We warrant our mechanisms for a period of three years from date of purchase to be free from all manufacturing defects. AC Pacific Corporation will pay, within one year from the date of purchase to the original retail customer for all replacement parts, labor and all shipping costs from the retailer to AC Pacific Corporation's designated Service Center at no charge. After one year the original retail customer will be responsible for any labor costs and all shipping expenses.

Electrical Systems / Motors

Three year Electrical Systems/Motors warranty. We warrant our Electrical Systems/motors for a period of three years from date of purchase to be free from all manufacturing defects. AC Pacific Corporation will pay, within one year from the date of purchase to the original retail customer for repairs, or replacement of faulty parts and shipping costs from the retailer to and from AC Pacific Corporation, at no charge. After one year from the date of purchase, the Electrical Systems/Motors warranty covers replacement parts only, and the original retail customer will be responsible for labor costs, packing, and all shipping costs.

Shiatsu Massage Unit

One year Shiatsu Massage Unit warranty. We warrant our Shiatsu Massage Units for a period of one year from the date of purchase to be free from all manufacturing defects. AC Pacific Corporation will pay, within one year from the date of purchase to the original retail customer for all replacement parts, labor and all shipping costs from the retailer to AC Pacific Corporation's designated Service Center at no charge.

Frames Used In Upholstered and Leather Products

Lifetime Limited Frame warranty on all upholstered furniture. AC Pacific Corporation warrants all components of the frame to be free of manufacturing defects to the original owner for the "normal" life of the product. AC Pacific Corporation for the first year of purchase will pay reasonable repair rates or replace the faulty parts and shipping costs from the retailer to and from our designated customer service center at no charge. After one year from date of purchase the warranty covers parts only and the original purchaser will be responsible for all labor costs, packing and shipping costs to and from AC Pacific Corporations designated Service Center.

RESTRICTIONS AND EXCLUSIONS

Leather, Upholstered Fabric and Other Furniture Products that are damaged due to "abnormal use", or negligence (misused) are not covered by the provided warranty.

These limited Warranties do not apply to floor samples, furniture that has been rented, furniture sold "as is", Promotional and or Clearance items.

No warranty provided or expressed applies to any product that has clearly been misused and neglected (non proper maintenance, cleaning or care).

All Products Claim Procedure

If any problem should occur which is felt to be covered by our Limited Warranties, contact AC Pacific Corporation retailer from whom you purchased your furniture. The original bill of sale and the product identification name or number are necessary for the fulfillment of the warranty. Please make sure any claim for warranty service is accompanied by the necessary information to satisfy the warranty requirements. If necessary, the retailer will contact AC Pacific Corporation to established service. If the problem can be easily corrected, AC Pacific Corporation will authorize the retailer to make those repairs. AC Pacific Corporation reserves the right to require defective parts to be returned upon request.

AC Pacific Corporation is not responsible for scheduling or the cost of transporting your furniture from your home to the retailer or from the retailer to your home. You must make those arrangements with the retailer. If you or the retailer have moved and you need service, contact AC Pacific Corporation in writing or call our customer Service number.