

Creative Furniture Warranty

Thank you for purchasing a Creative Furniture product. As a demonstration of the brand's commitment to durability and customer satisfaction, a comprehensive Limited Warranty policy is offered. Below is a summary of coverage across key components and product categories:

Frame Construction – Limited Lifetime Coverage

Creative Furniture frames are engineered with kiln-dried solid and laminated hardwoods, designed to resist twisting, cracking, and warping. Corner-block reinforcement in stress areas adds extra strength. This warranty applies to the original residential purchaser and ensures structural integrity for the product's lifetime under normal usage.

Suspension Systems – 3-Year Limited Warranty

Suspension components are covered for three (3) years from the original purchase date. The warranty protects against defects in workmanship and materials under typical residential conditions.

Reclining Mechanisms – 1-Year Warranty

All reclining, glider, swivel, and incliner mechanisms are protected for one (1) year. This warranty applies to manufacturing flaws and mechanical failure under regular home use.

Electrical Components – 1-Year Warranty

Motors, hand controls, and other electric units used in Creative Furniture products are covered for a one-year period. Faults due to improper use or third-party damage are not included.

Sleeper Mechanisms – 2-Year Limited Warranty

The mechanisms used in sleeper sofas are guaranteed against manufacturer defects for two (2) years.

Seat Cushion Resiliency – 1-Year Coverage

Foam cushions are warrantied for one (1) year against abnormal loss of firmness. Natural softening with use is expected and not considered a defect. Regular fluffing and rotation are recommended to maintain shape.

Fabric & Upholstery – 1-Year Coverage

Upholstery fabrics are protected from seam failure and material defects for a year, provided proper cleaning methods are followed. Damage from external chemicals or abuse voids the warranty.

Leather – 1-Year Warranty

Top grain leathers and leather-match items are covered for splitting or tearing under normal residential use. Natural marks, grain variation, or damage from misuse are not defects and are not covered.

Stitching & Zippers – 1-Year Warranty

Seams and zippers are warranted for a year. Visible faults must be reported within 7 days of receipt.

Other Furniture & Finishes – 1-Year Warranty

This applies to all other furniture pieces and finishes, including case goods and accents. Natural variations in material color or grain are not considered defects.

Warranty Claims & Service

To initiate a claim, contact your original retailer with proof of purchase. If service is approved, Creative Furniture will handle labor and replacement parts within the first year. Transportation costs are not covered. When original materials are no longer available, substitutions of equal value will be made.

Additional Terms

This warranty covers only the original residential purchaser. It does not apply to commercial, rental, or non-household use. Creative Furniture's liability is limited to the purchase price or the cost of repair/replacement. No dealer or distributor is authorized to alter warranty terms.

Usage Caution

Motion furniture contains moving parts. Use care when operating recliners or sleepers and ensure children do not handle them unsupervised.