



ReLeather.com

Service Warranty

Leather Reupholstery

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Leather Reupholstery Service Warranty

At ReLeather LLC, we stand behind the quality of our craftsmanship and the materials we supply for your upholstery project. This warranty outlines the coverage provided for our reupholstery services.

Warranty Period:

Our workmanship and materials supplied by ReLeather LLC are warranted against defects for a period of five (5) years from the date of completion of the reupholstery service.

What This Warranty Covers:

This warranty specifically covers defects in the following:

Workmanship:

- Integrity of seams, stitching, and attachment of the new leather.
- Proper application and secure fastening of all upholstery components installed by ReLeather LLC.
- Performance of new padding and internal support materials (e.g., dacron wrap, batting) installed by ReLeather LLC, ensuring they maintain their intended form and function under normal use.

Materials Supplied by ReLeather LLC:

- Defects in new foam cushion inserts (including HR foam) supplied by us, such as premature degradation or significant loss of resiliency beyond normal softening.
- Defects in new webbing, springs, or other structural components supplied and installed by us.
- Material defects in the leather hides supplied and purchased through ReLeather LLC.

What This Warranty Does NOT Cover:

This warranty does not cover:

- Normal Wear and Tear: This includes, but is not limited to, the natural softening of cushioning over time, minor stretching or wrinkling of leather (which is a natural characteristic of the material), fading or discoloration due to prolonged exposure to sunlight or harsh lighting, and general aging of materials.
- Customer's Own Material (COM): We do not provide a warranty for the performance, durability, or any inherent defects of leather or fabric materials supplied by the client.

- Misuse, Abuse, or Neglect: Damage resulting from accidents (e.g., cuts, tears, burns, spills, pet damage), improper cleaning methods, chemical treatments, excessive weight, commercial use (unless expressly agreed upon in writing), or any alterations or repairs not performed by ReLeather LLC.
- Pre-existing Conditions: Defects or issues with the original furniture frame, internal mechanisms (unless replaced or repaired by us as part of the agreed-upon service), or any components not directly addressed or replaced during our reupholstery process.
- Natural Characteristics of Leather: Variations in grain, texture, color, natural markings (e.g., scars, insect bites, brands), and the development of a natural patina are inherent qualities of genuine leather and are not considered defects. Minor variations in dye lot are also not covered.
- Transportation Costs: Costs associated with transporting the furniture to and from our workshop for warranty claims are the responsibility of the client.

Making a Warranty Claim:

To initiate a warranty claim, please contact ReLeather LLC within the warranty period by phone at (949) 529-4727 or via email at info@releather.com. All claims must include a clear description of the issue and photos. Your original invoice or receipt as proof of purchase and service.

ReLeather LLC reserves the right to inspect the item to determine the validity of the claim and the appropriate course of action, which may include repair, replacement of components, or other suitable remedies at our discretion.