



ReLeather.com

# Service Warranty

Refilling Upholstery

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# Refilling Upholstery Service Warranty

At ReLeather LLC, our Upholstery Refilling Service is designed as a maintenance solution to restore cushion fullness and appearance. Given the nature of this service, it carries a limited warranty on workmanship.

## **Warranty Period:**

Our workmanship for the Upholstery Refilling Service and the materials supplied by ReLeather LLC are warranted against defects for a period of **\*\*thirty (30) days\*\*** from the date of service completion.

## **What This Warranty Covers:**

This warranty specifically covers defects in the following at the time of service completion:

### **Workmanship:**

- Failure to properly distribute Dacron or loose fiberfill, resulting in significant lumpiness, bunching, or unevenness of the cushion at the time of delivery.
- Use of incorrect refilling material (e.g., using fiberfill where Dacron was specified).

### **Materials Supplied by Us:**

- Defects in the Dacron or loose fiberfill material that are apparent at the time of service and were not caused by a pre-existing condition.

## **What This Warranty Does NOT Cover:**

This warranty does not cover:

- **Normal Wear and Tear:** This service is for maintenance. Flattening and sagging of cushions will naturally recur with use over time and are not considered a defect.
- **Long-Term Performance:** The longevity and long-term performance of the refilling service are not guaranteed.
- **Original Upholstery:** This warranty does NOT cover any issues with the original cushion cover, foam core, or internal structure. It also does not cover any damage to zippers or seams that were not part of our work.
- **Customer Preference:** Dissatisfaction with the firmness or feel after the service is completed, as this is a maintenance service and not a full rebuild.

- Misuse or Abuse: Damage resulting from accidents, spills, pets, improper cleaning, or any other form of misuse.

**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](mailto: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.