



sofa warranty

A 12-month warranty against manufacturing defects applies to all sofas sold on our website and in our retail stores.

For our signature collections, we provide the following extended cover:

Nest:

2-year frame warranty (1 year for all other components including mechanisms and recliners).

Casa:

10-year frame warranty, 2 years for all other components (including leathers, fabrics, inners, stitching, recliner mechanisms, electrical components, and sofa bed mechanisms).

Moda:

15-year frame warranty, 2 years for all other components (including leathers, fabrics, inners, stitching, recliner mechanisms, and electrical components).

Warranty Terms

All sofas purchased from Furniture Outlet are covered by a warranty against manufacturing faults for the periods stated above, starting from the date of delivery or, if collected from a store, the date of collection. Our warranties remain valid as long as the item/s stay in the property we originally delivered them to or, in the case of store collections, the residential address provided at the time of purchase.

What is Covered

This warranty applies to genuine manufacturing defects only. It excludes issues that arise from normal wear and tear, misuse, improper care, or accidental damage.

Read on...

Technical Inspections

To assess a potential manufacturing fault within the warranty period, Furniture Outlet may arrange an inspection by an independent technician. A debit/credit card pre-authorization will be completed to secure this service; this does not take payment from your account and simply places a temporary hold on funds. The outcome of any charge will depend on the technician's findings:

- **If a manufacturing fault is confirmed:** No payment will be taken and the pre-authorization will be released by your bank.

- **If the issue is found to be caused by anything other than a manufacturing fault** (such as accidental damage, misuse, improper care, or normal wear and tear), the pre-authorization will be converted into a payment to cover the cost of the technician's call-out and report - The current charge is £69.00.

Our Resolution

Once a manufacturing fault has been verified, we will, at our sole discretion, supply the appropriate replacement parts, provide a repair by a qualified technician appointed by us, or exchange the item for a new one. If your specific model is no longer available, we will replace it with a closely matching item of equivalent specification or purchase value.

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What the Warranty Does Not Cover

- General wear and tear, including but not limited to: staining, abrasion, tears and burns, accidental damage, paint chips or scratches, and natural cushion interior settlement.
- Shade and Texture Variation: We will attempt to provide a matching replacement where possible, but leather and fabric dye batches can vary. We cannot guarantee an exact match to existing pieces if a replacement is issued after a significant period.

Read on...

- Damage arising from natural changes to timber or exposure to adverse environmental conditions – sunlight, adverse moisture, or extreme heat (e.g. situated close to a radiator).
- Damage to surfaces caused by water contamination, from contact chemicals, cosmetics, or generally unsuitable products. Also dye transfer from non-colourfast plastics, fabrics, and clothing (e.g. denim).
- Incorrect Assembly: Any damage or structural failure resulting from the incorrect assembly of the product is not covered. Failure to follow the manufacturer’s assembly, installation, or operating instructions will void this warranty.
- Accidental or deliberate misuse and failure to maintain the furniture. This includes using furniture in a manner for which it was not designed.
- Mechanical Upkeep: For items featuring motion parts, it is the responsibility of the owner to ensure fixings are checked and tightened periodically.
- Commercial use (domestic use only).
- Non-authorized repairs and changes. This will void the warranty. Contact us to discuss options prior to third-party or self-alterations.

- Ex-display models, outdoor furniture, and any items sold as “graded”, “damaged”, or “clearance”.

General Requirements

The guarantee is non-transferable and valid from the date of the original purchase only. It is void if the products are not at the address provided on the original invoice. Transferring the product to another address or shipping it overseas will void the warranty. The amount of any claim shall be limited to the original purchase price paid. Constant referral to our [Sofa Care Guide](#) and [Sit Smart Guide](#) is required to maintain this warranty.

How to Make a Claim

Proof of purchase is the responsibility of the purchaser. For items bought in person, please contact the store you purchased from. For online orders only, please email warranty@furnitureoutletstores.co.uk with details of the issue, including photographs or videos, your proof of purchase, full address, and a contact telephone number. Your statutory rights as a consumer are not affected.

*Peace of mind,
guaranteed.*