

Warranty

Manufacturer Warranties

At Raymour & Flanigan, we stand behind our quality products. We are committed to upholding manufacturer warranties during their specified time frame. If furniture covered by a manufacturer's warranty is unable to be repaired during the warranty period, we will replace the damaged piece of furniture with the same model. If the same model is no longer available, you may choose a replacement item.

To ensure we provide you with the best customer service experience possible, please be aware of the following when you choose a replacement item:

- 1.) A Raymour & Flanigan store manager will do everything he or she can to ensure you're completely satisfied with your replacement item. Please be aware that if your replacement furniture's everyday selling price is greater than the original purchase price of the item being replaced, you will only be responsible for the cost of the difference plus applicable tax. If a less expensive item is selected, you will not be responsible for any additional cost.
- 2.) If your replacement item doesn't match the other piece(s) of the same collection you purchased at the same time and the other pieces are still covered by the manufacturer's warranty, we'll happily offer you a one-time option to replace the other piece(s) of your collection for a usage fee. The usage fee shall be equal to the greater of twenty percent (20%) of the original invoice price of the other pieces or two percent (2%) of the original invoice price of the other pieces for each month (or partial month) between the date of delivery and the date of your claim.
- 3.) To expedite your replacement, you must accept delivery of your replacement item within 10 days from the date we agree to replace your furniture.
- 4.) As an additional convenience, if your furniture needs to be serviced after the manufacturer's warranty expires, we can provide an in-home visit by one of our expert service technicians. Please contact our Customer Care Center to set up an appointment and receive information on applicable charges.