

Fireside Lodge Lifetime Promise

Congratulations on your fine choice in furniture! Fireside Lodge is a wise choice when you desire a unique, one-of-a-kind family heirloom that should be passed down for generations. Integrity and “Being an easy company to business with” are two of our core values. In that spirit, we offer a Manufacturer’s Limited Lifetime Warranty against defects on all of our furniture. Should the furniture fail structurally at any time during the lifetime of the original owner, because of workmanship or material, we will repair or replace it at our discretion.

This warranty does not apply to fabric or leather supplied by Fireside Lodge or the customer. Warranty does not apply to customer damage, alterations or accidents. Seasonal wood movement on solid wood products is normal and is not considered a warranty issue.

Much of the furniture in our product line is rustic, and some of it is made of log and reclaimed from old barns, our Craftsmen do their best to match and coordinate color, grain, and texture of the wood to create a beautiful piece of unique art. Minor blemishes, knots, checking, worm tracking, old nail holes, are part of the natural character of our product and further enhance its overall beauty and do not constitute a defect. Due to the nature of the materials involved, the dimensions that are listed in our catalog and on our website are approximate and there can be minor variations of up to a few inches one way the other. If you have a critical dimension that the furniture cannot exceed, please make sure to mention that at the time of ordering. We should not be responsible for not meeting your expectations, if we are not aware of them.

(To view and print the Fireside Lodge warranty in its entirety, please click on the Manufacturer’s Limited Lifetime Warranty icon in the preceding paragraph.)

With proper care, and the *Fireside Lodge Lifetime Promise*, you can be assured that your Fireside Lodge furniture will become a valued family heirloom.

Furniture Care Tips

Wood

- Lift items rather than drag them across the furniture surface.
- Don’t place hot items directly on your furniture. If something is too hot to hold in your hand, it is too hot for your furniture.
- Every effort should be made to keep your fine furniture away from direct sunlight and heat sources such as radiators, hot air outlets or wood stoves. These conditions will cause the wood to dry out and subsequently split.
- Humidity between 35 to 45 percent guards against shrinking and cracking or expansion. Humid environments such as Basements should be avoided. You may choose to

dehumidify or humidify depending on your environment. Extreme temperature and humidity fluctuations can damage wood.

- Fireside Lodge does not recommend the use of glass tops on solid wood surfaces which restricts the normal exchange of moisture and could damage the wood surface. The use of glass tops will void the product warranty should structural damage occur.
- IMPORTANT: Like all wood surfaces, do not leave any liquid for a period of time on table tops.
- Solid wood is like nature, please no chemicals (i.e. Windex) or polish; for cleaning, simply use a damp cloth only followed by a dry soft cloth.

Following these wood care guidelines, along with common sense will ensure that your fine, Fireside Lodge Furniture investment will last forever.

Upholstery

Cushion cores will soften with age and “comfort wrinkles” are expected, and thus are warranted for a period of 5 years of normal residential use.

- Cushion cores must be maintained properly and should be “flipped” at least monthly to retain consistent shape and loft.
- Upholstery fabrics and leather are warranted for a maximum of one year and are not warranted against pet damage, stains, fading from direct sunlight and improper cleaning.
- Variations in dye lots, pattern match and the texture of wood, fabric and leather are expected and are not covered by warranty unless deemed defective by Fireside Lodge at its sole discretion.

Fireside Lodge Furniture Company Manufacturer's Limited Warranty

We believe strongly in the quality and integrity of our workmanship and products. We want you to be truly pleased with your Fireside Lodge furniture as it becomes an important part of your family heirlooms for generations to come. Should the furniture fail structurally at any time during the lifetime of the original owner due to workmanship or material, Fireside Lodge will repair or replace it at our discretion. If Fireside Lodge determines that the issue in question is covered by warranty, and that repair is impractical, you will be furnished with a replacement product of the same or similar design, quality, and style.

The Fireside Lodge warranty period begins at the time that you receive the product in your home. To exercise your rights under this warranty, you must submit the original sales receipt when making a claim and include pictures of the defect close up and far away. You must also be the original owner. If you notice a manufacturing defect, it is important for you to promptly notify the Fireside Lodge Authorized Dealer from whom you purchased your furniture. If it is impossible or impractical to notify that Dealer, please submit your claim online, via e-mail, fax or in writing to:

Customer Service
Fireside Lodge Furniture Company
PO Box 665
Pequot Lakes, MN 56472
Telephone: (218) 568-6188
Fax: (218) 568-8222
E-mail: customerservice@firesidelodgefurniture.com

After notification it may be necessary for Fireside Lodge or an authorized dealer to arrange for an inspection of your furniture to determine whether or not a manufacturing defect exists. These are your exclusive remedies under Fireside Lodge's warranty.

WARRANTY TERMS

Wood Furniture

The limited lifetime warranty on structural or manufacturing defects in wood furniture products, which includes dressers, beds, tables, desks, bookcases, etc., is for the lifetime of the original purchaser. Please note that seasonal wood movement on solid wood products and checking are normal and are not considered warranty issues. Heirloom furniture is expected to gain minor checks, cracks and other imperfections as it ages through the decades. These minor imperfections are not considered defects. It is common that dining chairs will gain minor movement in their journey over a period of time/use. This is not a manufacturer defect but rather another example of a fine piece of furniture becoming an heirloom. Much of the furniture in our product line is rustic, and some of it is made of log and reclaimed from old barns, our Craftsmen do their best to match and coordinate color, grain, and texture of the wood to create a beautiful piece of unique art. Minor blemishes, knots, checking, worm tracking, old nail holes, are part of the natural character of our product and further enhance its overall beauty and do not constitute a defect.

Finishes

The limited warranty on Fireside Lodge finishes is five years from the time you receive the product in your home.

Mechanical Devices

The limited warranty on mechanical devices such as lift mechanisms, sleeper mechanisms, swivels, swivel rocker mechanisms (excluding fabric or leather coverings which are not warranted) is five years from the time you receive the product in your home.

Upholstery and Leather

Fireside Lodge offers a comprehensive warranty on our upholstered products, with the understanding that upholstered furniture is inherently more prone to wear and tear from normal household use than solid wood furniture. The limited warranty on cushion cores and spring units is five years from the time you receive the product into your home. Fabrics and leathers are not covered by this warranty (see below). See previous paragraph for warranty terms on mechanical devices.

Coverings

Fabrics and leather coverings on all Fireside Lodge upholstered furniture, provided and applied by Fireside Lodge or the customer, are not covered by this warranty.

LIMITATIONS AND EXCLUSIONS

The following will limit or exclude coverage under this warranty:

Implied Warranties

Implied warranties including implied warranties of merchantability or fitness for a particular purpose are limited in time to the term of your limited warranty stated herein. All implied warranties are specifically disclaimed after the limited warranty has expired. By "implied warranties", Fireside Lodge means warranties that the law sometimes implies to have been given by the seller even though they are not set out in writing. (Some states do not allow an exclusion or limitation on how long an implied warranty lasts, so the above limitations or exclusion may not apply to you.)

Place of Purchase

This warranty protects you only when you purchase Fireside Lodge furniture from Fireside Lodge or an Authorized Fireside Lodge Dealer.

Transportation Costs

You are responsible for all transportation costs to and from your residence.

Color Change

Fading, darkening, and coloring change is generally caused by sunlight over time is not a covered defect.

Household Use

This warranty applies only when you have purchased the Fireside Lodge furniture for your own normal indoor household use (including use as a gift to another for household purposes) and not for resale or commercial use, which includes rental, business, institutional or other non-residential use.

Improper Care and Use

Your Fireside Lodge furniture requires some routine maintenance to maintain its beauty and structural integrity. Please take care to treat your Fireside Lodge furniture like the fine product it is. Proper care and use are essential to preserving your rights under this warranty. Fireside Lodge will not repair or replace your furniture if improper maintenance or improper use causes damage. This warranty does not apply if your Fireside Lodge product is damaged by the use of detergents, abrasives or other improper cleaning agents.

Accidents, Abuse and Normal Wear and Tear

This warranty does not cover damage resulting from negligence, abuse, normal wear and tear, or accidents: including burns, cuts, scratches, tears, scuffs, watermarks, sun damage, extreme temperatures, indentations, or pet damage. Damage occurring during the shipment, delivery or set up of your Fireside Lodge furniture in your home is not covered by this warranty and should be addressed with the party making the delivery/shipment.

Storage Facilities

Storage facilities are prone to drastic changes in humidity and temperature, even if they claim to be "climate-controlled". Any defect to the structure or finish on a product that is noted during or immediately following prolonged storage in a storage facility will not be covered under warranty.

Product Modification

Any product modification by dealer, consumer, or other parties not authorized by Fireside Lodge will void this warranty.

Floor Samples or Products Purchased "AS IS"

This warranty does not cover products designated "AS IS" at the time of purchase.

Differences from Floor Samples or Literature

Because of craftsmanship or use of natural materials in Fireside Lodge furniture, variations in color, wood grain, or construction can occur from piece to piece. Therefore, this warranty does not cover such minor differences, or differences between floor samples or printed illustrations and your furniture.

Consequential or Incidental Damages

Fireside Lodge will not be liable for consequential or incidental damages including, without limitation, any liability for third party claims against you for damages. By this Fireside Lodge means any loss, expense, or damage other than to the furniture itself that may result from a

defect in the furniture. (Some states do not allow the exclusion of limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.)

YOUR WARRANTY RIGHTS

This warranty gives you specific legal rights, and you may also have other rights, which vary from state to state. Except for such other rights, the remedies provided under this warranty state the limit of Fireside Lodge's responsibilities.

Sincerely,

Fireside Lodge Furniture Company