

Upholstery Warranty | The Cross Exclusive Collection

Designed and made in Vancouver, every piece of The Cross Exclusive Collection is designed and crafted to meet the highest standards of quality and durability. Please review the following information below about upholstery warranty for your new furniture.

Stock upholstery fabrics are under limited warranty for one (1) year against seam slippage, fraying and dye transfer, only if any cleaning conforms to industry standard methods. Any quality or workmanship issues should be reported to The Cross Decor & Design as soon as they occur.

Care Tips, Cautions, and Safety

Dust and dirt promote premature fabric wear. Vacuum the surface of your furniture regularly, including the area underneath the seat cushions with the upholstery attachment of your vacuum cleaner. Direct sunlight may cause fabrics to fade. Care should be taken to limit the amount of direct sunlight on any piece of furniture. Pilling is the release of excess fiber resulting in small balls or pills of fiber, which may form on the surface of the cover. The pilling will persist, as is seen with carpets and sweaters, until the excess fiber is gone and then it will cease (this is not covered under warranty). You can prolong cushion life and keep your cushions looking fresh by turning and rotating them regularly.

Do not move furniture in your home without carefully wrapping with a protective covering, including corners and feet or base of the furniture. This will not only help avoid damage to floors and/or wall surfaces, but will help to prevent damage to the furniture itself. Do not move furniture on bare hardwood floors. Place the furniture on a protective area rug or protective hardwood felt pads at all times. This will protect your hardwood floors from potential scratches. Do not expose fabric to ink, bleach, oily substances, fluids, strong detergents (including laundry detergent), chemicals, and sharp objects as these may cause potential damage.

Warranty Limitations

1. The limited warranty provides coverage to the original purchaser only and covers only manufacturer's defects when used in normal conditions.
2. This warranty, expressed or implied, does not apply to any condition or damage resulting from neglect, misuse, abuse, or any condition resulting from incorrect or inadequate maintenance. This includes, but is not limited to, moving of the furniture, accidents, unauthorized repairs, improper cleaning and failure to follow directions for proper use.
3. The terms of warranty take into effect from the date of initial delivery/pick-up.
4. This limited warranty does not cover any damage resulting from exposure to sunlight or colour fading, household humidity, or incorrect application of chemical treatment or any protective coating applied.
5. The Cross does not guarantee the matching of dye-lot of the actual fabric on the furniture to the fabric swatches/samples.
6. This warranty does not cover wearing, wrinkling, fading, pilling or fabric that has been treated by a dealer, retailer, and end user. The crushing of fabric, velvet, and microfiber are characteristics of these soft and fluffy fabrics and are not considered as manufacturing defects.
7. Due to the chemical makeup of certain fabric fibres, The Cross Decor & Design cannot warrant any problem which may result from exposure to excessive heat or sunlight.
8. Frames are under warranty to be free from manufacturing & material defects for the life of the product (25 years) on pro-rated* basis.

Repair Service Referral

For wear and tear issues past one (1) year, we are happy to refer you to a trusted local repair service who can give you a custom quote for your repair. Reach out to helpme@thecrossdesign.com if you would like a referral to a repair service.

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