

Zen Elite™

- Frame & Springs: 10 years
- Sleeper Mechanism: (Zen: 5 years), (Zen Elite™: 7 years)
- Mattress: (Zen: 5 years), Zen Elite™: 7 years)
- Cushions: 3 years (Some fabric stretching is normal is not covered under warranty.)

Sleepers

- Frame & Springs: 10 years
- Sleeper Mechanism: 5 years
- Mattress: Standard, Princess & Imperial – 2 years
- Cushions: Standard – 2 years; Comfort Firm & Pocketed Coil – 3 years; (Some fabric stretching is normal is not covered under warranty.)

Upholstered Seating

- Frame & Springs: 10 years
- Cushions: Standard – 2 years; Comfort Firm & Pocketed Coil – 3 years; tight seat – 2 years (Some fabric stretching is normal is not covered under warranty.)
- Fiber Filled Seat Backs: 1 year

Headboards

- Warranted against defects in materials and workmanship under conditions of normal use and service for 3 years from the date of purchase.

Motion Seating

- Frame & Springs: 5 years
- Recliner / Glider Mechanism: 1 year
- Cushions: Standard – 2 years; Comfort Firm & Pocketed Coil – 3 years; tight seat – 2 years (Some fabric stretching is normal is not covered under warranty.)

Exposed Wood Frame Seating

- Kellex warrants exposed wood-framed seating against defects in materials and workmanship, under conditions of normal use and service, for 6 years from the date of purchase. (Casters – 2 years.)

Metal Base & Metal Leg Seating

- Kellex warrants metal bases used for seating against defects in materials and workmanship, under conditions of normal use and service, for 6 years from the date of purchase.

Steel Frame Seating

- Kellex warrants steel frames used for seating against defects in materials and workmanship, under conditions of normal use and service, for 10 years from the date of purchase.

Ergo Chairs

- Kellex warrants Ergonomic Chairs against defects in materials and workmanship, under conditions of normal use and service, for 5 years from the date of purchase. (Knee Tilt and Gas Lift mechanisms – 2 years; casters – 2 years.) Kellex does not accept responsibility for any damages to desks, tables, etc. caused by chairs pushed into or underneath them.

Tables

- Kellex warrants tables against defects in materials and workmanship under conditions of normal use and service for 5 years from the date of purchase.

Pillows

- Kellex does not warrant the fabric used for the casings, only the filling itself for 1 year

Power Source

- Warranted against defects in materials and workmanship under conditions of normal use and service for 1 year from the date of purchase.

- It is always the primary intention of Kellex to deliver first-quality furniture to our customers. Should a manufacturing issue or transit-related damage arise via Kellex's chosen carrier, Kellex reserves the right to repair or replace the item(s) involved. If a local medic can sufficiently repair and restore the piece(s) to first-quality condition, Kellex will proceed in that manner. On-site repairs allow the customer to begin utilizing the item(s) sooner and avoid the unnecessary costs and time delays involved in a replacement. If the damage is too extensive for a medic to restore to first-quality condition, or if it is deemed less expensive to replace the piece(s), Kellex may choose to provide new items instead. This would involve procuring the appropriate specified material, entering an order in our manufacturing system, and sending it through our standard production process, which may delay receipt of the replacement(s) for several weeks depending on current lead times.
- Kellex warrants that each new finished product will be free from defects in workmanship and materials, when subjected to normal commercial usage, subject to the above limitations while the product is owned by the original purchaser.
- Customer's own materials (COM) or materials purchased on behalf of the customer (KOM) are not warranted. We do not warrant upholsteries beyond the stated warranty provided by the upholstery supplier, as we have no control over the final installation environment, cleaning systems and solutions or other conditions which may affect durability or dye / color. In the event of a failure of any fabric or leather selected by the customer (COM or COL), the cost of repair, reupholstering or replacement is not covered by this warranty, and will have to be addressed by the supplier of the failed fabric.
- Storage or installation of any Kellex seating products in any facility other than a temperature and humidity controlled environment voids all warranties, expressed or implied.
- Kellex warranties do not apply to: fabric stretching, under normal commercial usage; gradual cushion compaction and partial loss of resiliency of both the foam and fiber components; damage caused by the carrier in-transit, which must be handled under freight policy; damage after leaving the Kellex loading dock resulting from: accident; carrier, installer or customer handling; abuse, abnormal wear, misuse; alterations, modifications, attachments; negligence; renting; reupholstering; products that are not installed or used and maintained in accordance with product warnings and instructions.
- Color variations and finishes - some unavoidable natural variations occurring in wood, leather or other natural materials, as they are inherent to their character, are not considered defects in material or workmanship and therefore are not the basis for a warranty claim.
- Matching scenarios will be determined by Kellex unless otherwise specified by the customer. Please note, that often seams can be eliminated when applying the material railroded as opposed to non-railroded (directional) application. If non-railroded application is used on tight backs, seats, outside backs or front seats (aprons) where the width of the piece is greater than the width of the material, seams will not be matched.
- The standard glide used for Kellex products is suitable for most floors; however, we offer specialty glides which may be preferable on certain types of flooring. Kellex does not accept liability for damages to a floor that might be created by the use of an improper or incorrect glide.

We stand behind all our products with industry-leading warranties.