

calico

WARRANTY

Calico stands behind the quality of materials and workmanship of all our custom products.

WARRANTY INFORMATION	EXCLUSIONS
<p>Furniture</p> <p>Calico furniture frames carry a lifetime construction warranty against manufacturing defects in workmanship, material and construction on frame & foundation for the original owner.</p> <p>Calico will remedy any construction errors as follows:</p> <ol style="list-style-type: none"> 1. We will repair or alter the furniture piece when feasible in our judgment. 2. When not feasible, we will remake the furniture piece at our expense. 3. Changes to the finished product that differ from the work order specifications will be made at the discretion of Calico and at the customer's expense. 	<p>The following are considered normal characteristics of custom furniture and therefore will not be the responsibility of Calico to change or remedy in any way:</p> <ul style="list-style-type: none"> • Fabric dye lot variations - If an exact color match is required, a swatch must be approved prior to starting production. Once approved, dissatisfaction with color will not be the responsibility of Calico. • Fabric Comfort Wrinkles - Depending on the fabric chosen, it may be possible to minimize these wrinkles. However, they are a normal part of an upholstered piece of furniture. To keep these to a minimum, fluff and turn detached cushions and pillows regularly. • Wood finish tone variations - wood is a natural product, each piece has its own unique characteristics that will be highlighted by the finishes we offer. These tonal variances are expected as a part of a high-quality hand applied finish. • Normal cushion wear, normal compression of filling materials. • Variations from Floor Samples or Literature – Because of craftsmanship and use of natural materials, normal variations can occur from piece to piece.
<p>Furniture Cushions</p> <p>Our seat cushions come with a 10-year warranty against manufacturing defects in workmanship, material and construction.</p>	<p>The warranty does not cover compression or feather loss. Cushions may compress up to 1" within the first year. Replacements are available at a minimal charge.</p>
<p>Window Treatments</p> <p>Calico custom-made window treatments carry a one-year warranty from date of purchase.</p> <p>Due to the inherent qualities of fabric and the complexities of custom construction processes, we allow a ½" tolerance in finished size on all custom products. If the measurements of your custom product are incorrect beyond the noted acceptable tolerance, or there are flaws or mistakes in the construction of your product, Calico will remedy any measurement/construction errors as follows:</p> <ol style="list-style-type: none"> 1. We will repair or alter the custom product when feasible in our judgment as long as alteration will not affect the integrity of the product. 2. When not feasible, we will remake the custom product at our expense. 3. All changes to the finished product that differ from the original order specifications will be made at the discretion of Calico and at the customer's expense. <p>Bedding</p> <p>Calico custom bedding products carry a one-year warranty from date of purchase.</p> <p>Due to the inherent qualities of fabric and the complexities of custom construction processes, we allow a 1" tolerance for quilted bedding products (for comforters there is a 3" tolerance).</p> <p>Reupholstery/Slipcovers/Cushions</p> <p>These products carry a one-year warranty from date of purchase.</p> <p>Installation</p> <p>All installation services provided through Calico will have a one-year warranty from date of purchase.</p>	<p>The following are considered normal characteristics/ occurrences and therefore will not be the responsibility of Calico to change or remedy in any way:</p> <ul style="list-style-type: none"> • Fabric dye lot variations: if an exact color match is required a swatch must be approved prior to fabrication. Once approved, dissatisfaction with color will not be the responsibility of Calico. • Variations from store display samples or Calico brochures/literature: The fabrication of each product is unique based on individual measurements, fabric selection and scale and proportion. Therefore, products may vary slightly (e.g. more or fewer pleats, variance between short and long points on valances etc). Fabric selection will also greatly contribute to the look of the finished product. Due to the use of natural materials, normal variations can occur from product to product. • While Calico makes fabric recommendations for both suitability and tasteful design, the final fabric and style selections are the customer's responsibility.