

Furniture Deals Warranty Service Request Form

Please use the included instruction document to fill out all information pertaining to your request for warranty related services. All requests must be accompanied by required pictures. Completed form and required pictures must be returned to [service@furnituredeals.com](mailto:service@furnituredeals.com) or to the closest store location within 7 days to keep your service request open. All warranty requests will be processed within 48 hours of receipt by the Service department and you will be contacted by phone with the result.

Name on account \_\_\_\_\_

Phone number on account \_\_\_\_\_

Preferred contact name and phone number \_\_\_\_\_

What item has the problem? \_\_\_\_\_

Serial Number \_\_\_\_\_

Brief description of the problem, include location (bottom left, top right front etc...) \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

Required pictures:

For Mattresses:

1. \_\_\_ Entire Piece No Bedding
2. \_\_\_ Legal Tag Attached
3. \_\_\_ Defect (If dipping, place flat object over area to show depth)

For All Other Items:

1. \_\_\_ Entire Piece Showing Overall Condition
2. \_\_\_ Damage Up Close
3. \_\_\_ Damage From Short Distance (Must clearly show location and extent of damage)

Describe what happened that caused the damage to the item \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

When did the damage occur to the item? \_\_\_\_\_

Valid warranty requests will be handled in the following manner:

- First, an attempt to repair approved items will be made. This may require the item be transported to our warehouse for repair which may result in transportation costs. (Parts order may be needed to complete repair)
- Second, the affected piece will be exchanged for an identical piece if repair is not possible. Transportation costs may be incurred.
- Third, if the original piece is no longer available, the affected piece will be exchanged for an alternate of your choice. Credit equal to the original purchase price of the item will be applied. Transportation costs may be incurred.

If you need assistance or have any questions regarding your Service request, please contact us at 913-312-3325 Monday – Saturday 10:00 AM to 8:00 PM and Sunday 12:00 PM to 5:00 PM.

#### Instruction for Filling out Warranty Request Form

- Name on account: Please provide the First and Last name that was on the original order.
- Phone number on account: Please provide the primary phone number that was on the original order.
- Preferred contact name and phone number: If there is an alternate or secondary contact name and phone number that you would like us to use regarding this request please list those in this field.
- What item has the problem: Please provide the sku shown on the tag on the item that you are reporting a problem with. The sku can be located on your receipt or in the following places:
  - Dining tables/Bars – Under the table top in one corner
  - Dining chairs/Barstools/Benches – Under the seat
  - Other dining items – On the back panel
  - Occasional tables – Under the table top or bottom shelf depending on style
  - Headboards – On the back
  - Footboards – On the back (side closest to the mattress)
  - Bedrails – On the inside of one rail
  - Nightstands/Dressers/Mirrors/Chests – On the back panel
  - Non-Reclining Upholstery – Under the seat cushion (for sectionals please use the sku from the specific piece with the problem)
  - Reclining Upholstery – Under the footrest (for sectionals please use the sku from the specific piece with the problem)
  - Desks – Under the desk or on the back panel
  - Office Chairs – Under the seat
  - Bookcases – On the back panel
  - TV Stands/Piers/Bridges – On the back panel (for entertainment centers please use the sku from the specific piece with the problem)
  - Mattresses – On the legal tag
- Serial Number: Please provide the serial number for the specific item with the problem. This can be located in the same spot as the skus listed above.
- Brief description of the problem: Please state front or back, left or right (if you are looking at the item), top or bottom, and any other location information such as: seat, arm, leg, etc..., to help us

have the clearest understanding of the issue. Also, please state the type of damage such as: tear, rip, cracked, etc...

- Required pictures: Please follow the guidelines below:
  - For Mattresses:
    - Entire piece no bedding: Please remove all bedding including any mattress protectors and take a picture of the entire mattress showing the overall condition of the mattress.
    - Legal tag attached: Please take a picture of the legal tag attached to the bed. This is the tag that states “Do Not Remove Under Penalty of Law” and should be sewn in to a seam.
    - Defect: To show dipping, lay something straight such as a broomstick or measuring stick over the area and take a picture at eye level. For any other defect please take a clear picture of the affected area.
  - For all other items:
    - Entire Piece Showing Overall Condition – A clear picture of the entire item
    - Damage From a Short Distance – A picture of the damage far enough away that the location and extent of damage is clear
    - Damage Up Close – A close up of the damage, more than 1 picture may be required if damage is in more than 1 spot
- Describe what happened that caused the damage: A detailed description of the incident that caused the damage.
- When did the damage occur to the item?: The date the item was damaged or the date the damage was noticed.