



Rowe Furniture Warranty



Style. Quality. Comfort. Selection.



Rooted in Values. Driven by Purpose.

Since 1946, Rowe has been committed to curating exceptional and responsibly manufactured upholstered furniture collections with fashion and timelessness in mind. Our dedication to quality, comfort, sustainability, and creativity has made us a trusted name in the world of curated home furnishings.

Throughout our history, we have remained steadfast in our mission of delivering products that not only meet the highest standards but also reflect the individuality and style of our customers.

Inside, you'll find key details about your furniture's warranty and performance features, so it stays beautiful and functional for years to come.

Designed for you. Crafted for life.

Warranty Details

The Rowe Warranty is exclusively offered to you, the original purchaser and owner, as a commitment to quality and care. The Rowe Warranty does not apply to furniture that has been abused or used in a business environment and/or for commercial purposes. The Rowe Warranty only applies to furniture used for normal residential purposes.

Our warranty does not cover products sold in “distressed” or “as is” condition, products sold “second hand”, products purchased from a retailer, or any other form of reseller not authorized by Rowe to sell our products. All warranties cover labor for one (1) year only. Floor sample items are warranted for one (1) year only.

Frames and Springs: *Lifetime Limited Warranty*

All the Limited Warranties set forth below are subject to these Warranty Limitations. Frames and spring systems are under warranty to be free from manufacturing defects for the life of the product.

Sleeper, Recliner, Swivel Chair & Rocker Mechanisms: *5 Year Limited Warranty*

Motion mechanisms and specific fixtures are under warranty to be free from manufacturing defects for five (5) years (this includes, but may not be limited to, swivel/rocker bases and sleep sofa mechanisms).

Recliner Motor & Electronics: *3 Year Limited Warranty*

All recliner motors are under warranty against failure or manufacturing defects for three (3) years on parts and one (1) year on labor to replace the motor or electronic components.

Innerspring and Cloud Contour Mattresses: *3 Year Limited Warranty*

Standard Rowe Sleep Sofa Innerspring and Cloud Contour Mattresses are under warranty to be free from manufacturing defects and against the loss of foam resiliency for three (3) years.

Fabrics, Leather, Backfill, Zippers & Fastenings: *1 Year Limited Warranty*

- Upholstery fabrics, including slipcovers, are under warranty for one (1) year against seam slippage, fraying, and dye transfer, but ONLY if any cleaning conforms to industry standard methods. This warranty does not cover wearing, wrinkling, fading, or pilling. Any self-treatment or retailer-applied soil repeller voids this warranty.
- Cane, wicker, and bamboo woven components carry a one (1) year warranty. Our warranty covers normal wear and tear, not punctures.
- Back pillow filling materials are under warranty for one (1) year against the loss of foam resiliency.
- Foam filling materials are under warranty for one (1) year against the loss of foam resiliency.
- Zippers and seams are under warranty for one (1) year against failure, including seam slippage.

Cushions: 3-7 Year Limited Warranty

At Rowe, we're committed to the quality and durability of our cushions, which is why our warranties range from 3 to 7 years, depending on the cushion type.

Cushion Warranty Details

Foam cores are warranted for 3 to 7 years against manufacturing defects and loss of resiliency, subject to normal use.

We also cover defects in materials and workmanship for the length of each cushion's warranty period. Our cushions are built for comfort and longevity, and we stand behind their quality. If you experience any issues with your cushions, we'll work with you to resolve them promptly within the guidelines of our warranty.

Cushion Type	3 Year Warranty	5 Year Warranty	7 Year Warranty
Harmony			✓
Cloud	✓		
Bliss			✓
Classic & Classic XF		✓	
Plush & Plush XF			✓
Luxe & Luxe XF		✓	
Haven			✓

Seat Cushion Care and Performance Characteristics

Our foam cores are CertiPUR-US® Certified, which means our foam has been tested and approved for safety, health, and environmental standards. Our foam contains no harmful chemicals such as formaldehyde, lead, or mercury, has low VOCs for better indoor quality, and is made without ozone-depleting substances.

Normal softening and settling of the foam and fibers over time is a positive result of the natural break-in period and should not be confused with a defect. This process contributes to the overall comfort and feel of the cushions, ensuring they adjust to your unique seating needs.

While foam will soften, it should not lose resiliency or the ability to recover from compression. Polyester wraps used to create surface softness will lose some of the initial loft over time, which will contribute to cushion settling and showcasing some comfort wrinkles. Comfort wrinkles are not a defect, but rather a byproduct of a nicely settled-in sofa.

Our softer cushions, the Luxe, Cloud, and Bliss are casual by design and will require various degrees of maintenance. We suggest you fluff these cushions as you would fluff the feather or down pillow you sleep on.

You can prolong cushion life and keep your cushions looking fresh by turning and rotating them regularly. You may also want to regulate the cushion core and polyester wrap by unzipping the casing and adjusting the fit of the core and polyester wrap. We do not suggest removing the cushion core from the casing.

Prolong The Life of Your Fabric

Dust and dirt promote premature fabric wear. Vacuum the surface of your furniture regularly, including the deck under the cushions, with the upholstery attachment of your vacuum cleaner. Direct sunlight can cause some fabrics to fade. Care should be taken to limit the amount of direct sun on any piece of furniture.

Our Promise

Within the provisions, time allowances, and limitations of this warranty, we promise to repair or replace, any part or parts we deem to have manufacturing or material defects at our discretion.

Service

All warranties cover labor for one (1) year only. To request service under this warranty, contact the authorized Rowe Retailer from whom you purchased your Rowe furniture. The Retailer will contact us. Certain defects may be repaired in your home with our authorization for the first year. Some repairs will need to be made at the Factory Service Center. The Rowe Warranty does not include any transportation cost to or from the retail location. The Retailer will contact our Factory Service Center to schedule a pickup from the Retailer and subsequent service. The Rowe Warranty does not include the cost of transporting the furniture to and from the Factory Service Center after one (1) year from the date of purchase. If service is not handled through the Retailer where the purchase was made, shipping and handling charges will apply.

Shipping and handling costs for parts are covered for one (1) year from the date of original purchase. After one (1) year the customer will be responsible for shipping and handling costs.

Certain information is required to process a request for service which includes a copy of your sales receipt and the serial number for each piece of furniture. You will find the style and serial numbers on the deck label sewn to the underside of the piece of furniture or under the seat cushions. Without proper validation of the furniture, the warranty will be void. If either you or the retailer has moved, you may contact our Customer Care Department at www.rowefurniture.com.

Rowe is not responsible for any incidental or consequential damages. If a claim is approved, our responsibility is limited to the original purchase price or replacement of the product. Please note that some states do not allow these limitations, so they may not apply to you.