

LA-Z-BOY.COM TERMS AND CONDITIONS OF SALE

Merchandise Return Policy

Online Orders and Deposits We make special order furniture specifically for you and your home. Once your order is placed online, you will receive a swatch of the cover(s) you have chosen and the La-Z-Boy Furniture Galleries closest to you will call to discuss your order. You may change or cancel your order within this period at any time. Once you and your local store confirm your order, your local store will process the order and your credit card will be charged a non-refundable 50% deposit plus any after treatments. After the deposit is charged, you may not cancel or change your order or obtain a refund.

Refunds and Exchanges We will allow you to exchange merchandise within 3 days of when you receive it, for product of the same or lesser value. All exchanges will be handled by your local La-Z-Boy Furniture Galleries handling your order. Fabric protection and delivery charges are not taken into account in determining the value of the product you received nor are they refundable. You may not receive payment in exchanging for an item of lesser value. All exchanged items must be in "new" condition (no smoke, pet odors, hair, soil, etc.). You will be required to pay a restocking fee up to 30% for exchanged merchandise. There are separate charges if you want us to pick up your merchandise or deliver the replacement merchandise. You cannot return or exchange after 3 days of receiving your merchandise.

Deposits

Your credit card will be charged a 50% nonrefundable deposit on all merchandise plus any elected after treatments. The nonrefundable deposit will not be charged until you and the store confirm your order and production time.

Receipt of Goods

Balance Payment and Delivery Your credit card will be charged the balance of your order, 50% of merchandise plus delivery fees plus tax for entire order when delivery is scheduled. If your credit card on file is declined, you will be contacted for a new credit card and the delivery of your merchandise will not be scheduled until a valid credit card is obtained. If you are not able to provide a valid credit card, we may cancel your order and you will forfeit your deposit and after treatment charges. We are happy to store your merchandise for up to 3 months at no charge as long as you have already paid in full for your order. After 3 months, a 5% per month storage fee will apply, and you must pay the storage fee before we deliver your product.

Inspection and Acceptance You must make any claims for damage, shortage, or errors at the time your merchandise is delivered to you. If you do not make a claim at that time, you will be deemed to have accepted the products and you cannot revoke your acceptance. After such acceptance, you will have no right to reject the products for any reason but may request an exchange within 3 days of delivery as described and limited above.

Warranty Information

To obtain available warranty service on your La-Z-Boy product, please call us and we will arrange for our service technician to address your problem. For problems covered by our warranty, we will repair or replace your merchandise in our discretion. If we replace your product with an item with the same vendor style number, there will be no charge for the replacement (except for freight charges if applicable, see the terms of your warranty). If we authorize replacement merchandise in a different style or grade of fabric from your original item, we will provide you a credit equal to the purchase price on your original receipt toward the purchase of the new item. (You may not use the credit to receive cash.) If you do not have your receipt, and we cannot otherwise determine your original purchase price, the credit will be based on the lowest selling price of a like item (as determined by us in our discretion) within the last 90 days. Our warranties cover only original purchasers from authorized dealers. If you are unable to provide proof that you are the original purchaser of the merchandise, we may deny warranty service in our sole discretion. For a charge, we will arrange service on merchandise that is beyond the warranty period. See store for details on warranty service. We do not provide warranty service on As-Is merchandise. Your warranty is limited as described in the warranty information attached to your product. **Except for that warranty, WE MAKE NO WARRANTY, EITHER EXPRESS OR IMPLIED, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.** Some states do not allow exclusions of warranties, so these exclusions may not apply to you.

Lowest Price Guarantee

If within 30 days of your order date you see the identical merchandise advertised for less, under the same terms and conditions, we will gladly refund the difference in full. See store for details, some restrictions may apply. By signing below, you confirm that you have read and agree to the terms and conditions of the sale set forth above.

Errors

While we try to ensure accuracy, we reserve the right to correct any pricing, typographical, or other errors, and to cancel or refuse to accept any order based on an incorrect price or description. Such corrections or cancellations may be made even after an order is accepted.