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La-Z-Boy Southeast | April 28, 2023

When it comes to warranties, sometimes it can feel like a confusing process in order to understand what is and is not covered. You may be wondering if you fully understand the fine print on your purchase. And whether or not you'll have future costs materially to deal with. In addition to understanding your La-Z-Boy Lifetime Furniture Coverage, you also want to know whether or not you'll be able to navigate the process of filing a warranty claim, should you ever need to. At La-Z-Boy Home Furnishings & Decor, it's our mission to create passionate customers for life, one exceptional experience at a time. We want you to be satisfied with your purchase and enjoy the longevity that comes with purchasing high-quality furniture such as La-Z-Boy. In this article and video, we'll explain what you can expect from La-Z-Boy's limited lifetime warranty. You'll have a better understanding of the coverage you'll receive on your furniture as well as what to do should you ever need to file a warranty claim. La-Z-Boy stands behind the quality of the materials and craftsmanship used in its products for the time you own your furniture. So, how long should you expect your La-Z-Boy furniture to last? The average shopper looks to replace their furniture every 7-15 years. Many factors play into this average including wear and tear, life changes, as well as changes in style preferences. With proper care and treatment, La-Z-Boy furniture is known to last beyond the average replacement time and well past the lifetime of many other competitors' furniture. Customers consistently share reviews and feedback noting that they have gotten over 20 years of use out of their furniture. While the overall frame of your furniture is protected, there are certain parts of your furniture that will be more susceptible to wear and tear from continued use. These parts cannot be covered for life and instead will be covered for the first few years of owning your furniture. Covered for 1 year: Foam Resiliency/Regular fabric & leather/Covered for 3 years: Air foam seat cushion/Electrical components on power recliners/Lift mechanism on lift recliner chairs/You are responsible for service part handling fees, in-home inspection fees, and transportation of the product to and from the dealer. This also means that if a service technician has to come to your house to replace the part, you'll be responsible for this additional cost. All warranties are voided by evidence of excessive soiling, improper cleaning or treatment, abuse, or abnormal use or use contrary to the advisories or instructions contained herein. Warranties also do not apply to products used for rental, business, commercial, institutional, or other non-residential uses. If your La-Z-Boy furniture requires service or repairs, it is important to contact the manufacturer or a professional furniture repair service to ensure that the repairs are done correctly. Please follow the steps below to file a warranty claim. Contact your local store to connect with the service department. Briefly describe the issue/Have the following items ready to provide the service representative: Acknowledgment number ("ACK/LINE/ITEM") from your product ID tag, Style # from your product ID tag, Fabric # from your product ID tag, your original purchase receipt and delivery date details available/you purchased furniture at a La-Z-Boy Southeast Location, you can begin your process by clicking this link. Overall, La-Z-Boy's warranty is designed to provide comprehensive coverage for customers' furniture, and the commitment to customizable coverage and in-home service is set apart from competitors. La-Z-Boy's warranty is different from competitors in several ways: Limited Lifetime Warranty: La-Z-Boy offers a limited lifetime warranty, which is longer than the warranties offered by many other furniture manufacturers. This warranty covers the frame and springs of the furniture for the lifetime of the furniture and is designed to protect against defects in materials and workmanship under normal use and conditions. Many other warranties give an average only 1-2 years in which these parts may be covered. Customizable Coverage: La-Z-Boy allows customers to customize their warranty coverage based on their specific needs and preferences. For example, you can choose to add extended coverage for fabric or leather, or you can purchase additional coverage for specific components of their furniture. Localized Service: La-Z-Boy offers service for warranty claims at a local level. Having a local service saves you time and cuts down on your overall service costs. In addition to your lifetime warranty, there are other warranties available to keep your furniture protected. Depending on your lifestyle and needs, these can help you extend the life of your furniture. Depending on the type of furniture you purchased, your sales consultant will review the additional coverage that comes with your furniture. When you make a La-Z-Boy purchase, you can rest comfortably knowing that your furniture is protected. For more information on our warranties, please visit our website or contact a sales consultant. Our consultants are always available to answer your questions in-store and help you with furniture purchase decisions at any of our locations in NC, SC, and GA. American manufacturer of upholstered furniture England Furniture Incorporated company type Subsidiary Industry Furniture Founded 1964; 61 years ago (1964) Headquarters New Tazewell, Tennessee, U.S. Products Upholstered furniture and casegoods Parent La-Z-Boy Website www.englandfurniture.com England Furniture Incorporated is an American manufacturer of upholstered furniture. They are based in New Tazewell, Tennessee, and were founded in 1964 by Charles England and sons Eugene and Dwight "whose goal was to provide an employment alternative for the people in their region of Appalachia." [2] England Furniture is well known in the industry for pioneering a method of rapid delivery of custom furniture through its proprietary transportation system, [2][13] In addition to manufacturing, England Furniture sells its furniture through furniture stores (some with galleries called Custom Comfort Centers) across America and Canada. [4][5][6][7] In the same year, England Furniture was acquired by La-Z-Boy. [8] England Furniture Incorporated was founded in 1964 by Dwight England, in partnership with his father and brother, under the name "England UPDR MFG Co., Inc." By 1984, England Furniture was working around the clock. The company was the first to offer two-week delivery for a full truck-load of furniture where most other companies could only offer delivery in 6-12 weeks. [9] In 1987 Rodney England took over from his father as President of England Furniture and retired in 2007. [10] Under Rodney England's leadership, in 1992, England Furniture was awarded the "Furniture Company of the Year." [9] By 1984, England Furniture had sales of \$106 million. In 1995, England was acquired by La-Z-Boy to operate as an independent division. [12] England Furniture now employs over 1,000 people. [11] England Furniture often shares images of the craftsmen from within its factory on its Facebook page. [20] In 2008, England Furniture was named "Furniture Company of the Year" by the International Furniture Federation. [21] England Furniture is a family-owned business. The company is headquartered in New Tazewell, Tennessee, and has manufacturing facilities in North Carolina, South Carolina, and Georgia. England Furniture is a member of the Furniture Industry Manufacturers Association (FIMA) and the Upholstered Furniture Institute (UFI). England Furniture is also a member of the National Furniture Manufacturers Association (NFMA) and the National Upholstered Furniture Manufacturers Association (NUFMA). England Furniture is a leader in the furniture industry and is known for its quality products and exceptional customer service. England Furniture is committed to providing customers with the highest quality furniture at the lowest possible price. England Furniture is a family-owned business and is proud to be a part of the furniture industry. 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