

ASHLEY WARRANTY/PARTS

Ashley Furniture provides a 1-year manufacturer warranty from the date of purchase. They will pay, within one year from the date, reasonable and customary labor rates to repair or replace the defective parts and shipping costs from the retailer to and from Ashley Furniture Industries, Inc., at no charge to the **original retail purchaser**. After one year from the date of purchase, the warranty covers replacement parts only, and the original retail purchaser will be responsible for labor, packing, and all shipping and transportation costs.

Marketing Plus and Ashley warranty require a completed warranty form, pictures and proof of purchase to begin the warranty process. Please review all instructions for the warranty form and pictures, failure to provide the needed information will delay the warranty process. The Exchange, Marketing Plus and Ashley warranty would like to assist all military families in a timely manner, and we do appreciate your understanding during this time.

- **Warranty Form (Attached)** = Must be completed by consumer inquiring about their warranty and returned to Marketing Plus for processing
 - **{Important Note: When describing location of problem area, please use the MFG's Rule of Thumb while you stand in front of furniture looking at it = LAF (Left Arm Facing) & RAF (Right Arm Facing); never while sitting down}**
- **Jpeg Image Required** = Product Serial Tag on Furniture (This ensures coverage under the warranty and allows for the correct part to be ordered according to your **unique** Ashley Serial Product Tag)
(EXAMPLE on Form)
 - **Reclining furniture** – {Please take image of Tag w/Serial Number; which is located underneath the footrest when reclined}
 - **Stationary furniture** – {Please take images of Tag w/Serial Number; which is located underneath the removable seat cushion}
 - **Bedroom Set** – {Please take image of Tag w/Serial Number; located – (Head & Foot Board = Back of Unit); (Bed Rails = Inside of rails)}
 - **Dining Chair** – {Please take image of Tag w/Serial Number; located bottom of seat}
 - **Dining Table** – {Please take image of Tag w/Serial Number; located underneath table-top}
 - **Entertainment** - {Please take image of Tag w/Serial Number; located (Back of Unit)}
- **Jpeg Image Required** = Product [Standing looking at furniture take = Full View & Close Up View of problem area(s)]
 - **Reclining furniture** – {Please take images with furniture upright and image in the recline position}
- **POP** = Proof of Purchase (Receipt provided by the Exchange at store level or the online confirmation shipment receipt is acceptable)

Please submit all forms and pictures to Marketing Plus at customerservice@marketingplus.cc. Once the required information is received by Marketing Plus, it will then be submitted to Ashley's Warranty Department for review and validation of the fulfillment of the warranty. Marketing Plus will work with Ashley's warranty department on next steps under the warranty guidelines and will contact you with directions on satisfying the Ashley warranty for your purchase.

Your **Reference Number (PENDING)**, will be used to track the process of your warranty request.

Each authorized Ashley Furniture Home Store and dealer is independently owned and operated. Each store sets their own policies regarding returns and exchanges. Please contact the Exchange where you purchased your furniture.

Thank you for your patience during this process, if you have any questions, please contact Marketing Plus @ 800-358-9146.



Ashley Warranty & Part Request Form

****Please Fill Out This Form & Email customerservice@marketingplus.cc
972-721-9755 Toll Free: 800-358-9146**

Date Notified: _____

Reference Number: _____
Provided by Marketing Plus

Place of Purchase: _____

POC Email: _____

Point of Contact: _____

POC Telephone: _____

Address: _____

City/State: _____

Zip Code: _____

Customer Name: _____

Telephone Number: _____ Email: _____

Customer Address: _____

City/State: _____ Zip Code: _____

ASHLEY'S MODEL NUMBER on Serial Label: _____ **(Required)**

ASHLEY'S SERIAL NUMBER on Label: _____ **(Required)**

SEKO TRACKING NUMBER on Paperwork: _____ **(Required)**

PROVIDE IMAGE: Receipt / Email Confirmation: _____ **(Required)**

IMAGES REQUIRED FOR PROCESSING WARRANTY: _____ **(Required)**

Part(s) Needed: _____

In your own words please describe the problem you are experiencing with your Ashley furniture (Images Required)

{Important Note: When describing location of problem area, please use the MFG's Rule of Thumb: Stand in front of furniture and as you look at it, explain what side is having the issue: LAF (Left Arm Facing) & RAF (Right Arm Facing); never while sitting down}

Example of Ashley Serial Label (must be legible)



Claim Procedure

If a problem should arise which you feel is covered by Ashley's Limited Warranties, contact your retailer from whom you purchased your furniture. **The original bill of sale and the product serial number (located on the label) are necessary for Marketing Plus to process the fulfillment of the warranty.** Please make sure any claim for warranty service is accompanied by the necessary information to satisfy the warranty requirements. If necessary, retailer will contact Marketing Plus to establish service. If the problem can be easily corrected, Ashley Furniture Industries, Inc. will authorize Marketing Plus to schedule those repairs with a certified upholstery repair company. Ashley Furniture Industries, Inc. reserves the right to require defective parts be returned upon request.

Ashley Furniture Industries, Inc. is not responsible for scheduling or the cost of transporting your furniture from your home to the retailer or from the retailer to your home. You must make those arrangements with the retailer.

Each authorized dealer is independently owned and operated. Each store sets their own policies regarding returns and exchanges. Please contact the store where you purchased your furniture

