

GUEST CARE

www.ashleydsg.com | Mon-Sat 8am -8pm CST
Text: 855.943.0340 | Call: 866.787.7930



Manufacturer Warranty

Warranty is defined as a failure of the product due to craftsmanship or defect.

- **Leather - 1 year manufacturer's warranty**
Covers seam slippage, cracking, & dye transfer.
- **Fabric - 1 year manufacturer's warranty**
Covers seam slippage, fraying, dye transfers. This warranty does not cover tears, flattening of nap, fading or shrinking. Warranty is not valid when product is heavily soiled or abused.
- **Finishes - 1 year manufacturer's warranty**
- **Labor - 1 year warranty**

PARTS WARRANTIES								
WARRANTY	CUSHIONING	SLEEPER MECHANISM	RECLINER MECHANISM	SLEEPER MATTRESS	SPRINGS	FABRIC	LEATHER	FINISHES
1 YEAR	✓					✓	✓	✓
3 YEARS		✓		✓				
5 YEARS			✓		✓			

If something occurs under your manufacturer's warranty:

- If you picked up at the warehouse or had furniture delivered, please report any issues you have to our Guest Care at 866.787.7930.
- If you purchased White Glove Delivery service, this service covers a technician coming to your home to complete your repair on manufacturing defects within the first year. Please call our Guest Care to schedule your appointment at 866.787.7930.

Visit ashleydsg.com

for more information:

Order Status
Delivery Scheduling
Delivery Tracking



When can I expect my new furniture to arrive?

If your product is in stock at the time of purchase, we will schedule your delivery date.

If your product is not in stock at the time of purchase, you will receive a call, text, or email to schedule a delivery date when the product becomes available. **Please note: if we cannot reach you to schedule a delivery date, then your product(s) may be reassigned.**

We'll call or text your delivery time window two days before your delivery date. **It's important that you respond with your confirmation, otherwise your delivery may be rescheduled.**

On the day of your delivery, you'll receive a text message with a link to track your delivery truck. Our drivers will call or text you approximately 30 minutes prior to arrival.

Someone over the age of 18 must be home to accept delivery.

Why add a protection plan?

Extend Product Protection provides added peace of mind so you can enjoy your purchase for years to come.

EXTENDED COVERAGE:

Extend the life of your manufacturer warranty in case of a mechanical failure.

ACCIDENTAL DAMAGE:

If a covered accidental stain or damage happens, we'll provide a repair or replacement.

PEACE OF MIND PROMISE:

If you don't use your protection plan, put the plan cost toward a future purchase with Ashley's Peace of Mind Promise.

\$0 Deductible | Hassle-free claims | 24/7 Online customer service

FILING A CLAIM: You will need either your contract ID, email address, or other identifying piece of information.

877.248.7707 | customers.extend.com | M-F: 9a-6p EST, SAT 9a-2p

Extend, Inc. is the Administrator and Extend Warranty Services Corporation is the obligor except in Florida, Oklahoma and Washington, where the obligor is Extend Protection Corporation, both located at 3300 N. Interstate 35, Ste 700, Austin, TX 78705. © Extend, Inc.



FURNITURE MAINTENANCE

How to Clean & Care for Wood Furniture

- Use a lint-free cloth to polish wood furniture on a weekly basis.
- Keep furniture away from heating & air conditioning sources to prevent loss of moisture.
- Use felt backing on lamps and other accessories to prevent scratches and gouges, & rotate accessories so they do not remain in the same spot all the time.
- Use placemats under plates & hot pads under serving dishes.
- Use coasters under all beverages.
- Keep wood furniture out of direct sunlight to prevent fading or darkening.
- Do not place newspapers or magazines on wood surfaces. The ink from these items may bleed into the finish and could damage the wood.
- Do not use abrasives or harsh chemicals on wood furniture.

Spot Cleaning

- To remove food stains, wipe up the spill immediately. Polish with a soft, clean cloth.
- To remove cloudiness, rub surface with cloth dipped in solution of one tablespoon of vinegar mixed with one quart of water. Rub in the same direction as the grain until surface is completely dry. Follow with an application of furniture oil or polish.
- To remove water rings, rub with a mixture of equal parts white vinegar & cooking oil in the same direction of the grain.
- To remove candle wax or chewing gum, hold an ice cube over the wax or gum for a few seconds so that it will chill and harden. Be sure to wipe up water as the ice melts to prevent water spots. Remove as much of the wax or gum as possible with your fingers and then scrape away the remainder gently using the dull edge of a table knife. Rub the spot briskly with a cloth saturated in cream wax. Repeat if needed.

How to Clean & Care for Leather Furniture

- Dust often & use a vacuum cleaner crevice tool to clean seams.
- Clean weekly using a damp sponge or soft, lint-free cloth. Do not rub; instead, wipe gently.
- Do not use or place sharp objects on leather goods. Leather is very durable; however, it is not accident or damage proof.
- Pretest all of the care products in a hidden area to make sure that they are compatible with the leather.
- Do not use common household cleaners on leather furniture. These cleaners can cause severe damage and lead to costly repairs.
- Improper cleaning may void your leather furniture warranty.
- Keep leather furniture out of direct sunlight and at least two feet from heat sources to avoid fading and cracking.
- Do not place newspaper or magazines on leather furniture. The ink from these items may be transferred on the leather.
- Do not use abrasives, harsh chemicals or saddle soap on leather furniture. Only use recommended cleaners.

Spot Cleaning

- Blot any spills immediately; do not rub.
- To remove a spot, follow the steps below:
 - Use a solution of 1/2 mild soap (such as Neutrogena) and 1/2 distilled water on a slightly dampened cloth.
 - Rinse by blotting with distilled water.
 - Blot to remove excess water.
- For difficult stains, contact a professional cleaning service.

How to Clean & Care for Upholstered Furniture

- Rotate cushions and pillows on a regular basis to allow even distribution of wear.
- Vacuum weekly using the upholstery attachment to remove soil that could be abrasive to surface.
- Use caution when using household chemicals near upholstered furniture. The overspray of these products could cause damage to your furniture.
- Periodic professional cleaning is recommended.
- Keep upholstered furniture out of direct sunlight.
- Do not place magazines or newspapers on upholstery. The ink from these items may bleed onto fabric and cause stains.

Spot Cleaning

- If a spill occurs, it is important to clean the fabric immediately.
- Blot with a clean, white cloth. Do not rub.
- Pretest all of the care products in a hidden area to make sure that they are compatible.
- Do not use detergents or strong chemicals to clean upholstery.
- To prevent rings, it is important to clean spots from the outside to the middle of the affected area.
- Select the appropriate stain removal method. To determine this, look under the seat cushions or under the until to find a tag. This tag shows a universal cleaning code. This cleaning code relates to a recommended method to be used.

At Ashley, we believe

Life Moments Matter.

We know you have many purchasing options when it comes to furniture, and are grateful that you chose us to furnish the rooms where your life moments happen everyday. We care about your experience & invite you to share it with us!

If for any reason your experience was less than exceptional, we also invite you to contact us.