



# 1-YEAR QUALITY GUARANTEE

We offer a 1-year quality guarantee, from the date of purchase, to the original buyer. This guarantee covers defects in workmanship and materials.

The word defective, as used in this guarantee, is defined as any imperfection that may impair the intended use of the product.

This guarantee only applies under conditions of normal household use. It does not cover defects resulting from commercial use, intentional damage, negligence, abuse, product modification, accidents, exposure to the elements, or maintenance that is not in compliance with the guidelines on our website.

To honor this guarantee, South Shore Furniture reserves the right to verify the grounds of any request and to ask for the original buyer's proof of purchase.

This guarantee is only valid on purchases made at authorized South Shore Furniture retailers in Canada, the U.S.A., Mexico, Puerto Rico, and Bermuda.

South Shore Furniture will not reimburse the cost of defective item, but will replace it with an item of equivalent value.

**Contact our Customer Service team using one of these options:**

Call us at 1-800-290-0465

Email us at [service@southshore.ca](mailto:service@southshore.ca)

Or reach out to one of our Live Chat agents at <http://southshorefurniture.com/pages/talk-to-us>

**30-day return policy for non-furniture items and mattresses**

Changed your mind? Not satisfied with your purchase?

If you are not completely satisfied with a non-furniture item you purchased, please contact us within 30 days of delivery to arrange for the exchange of, or a refund on, your unused item. We will send a courier over to take the item from your home. A return shipping fee equal to 15% of the cost of the items returned will be charged. South Shore Furniture reserves the right to refuse a return or an exchange anytime.

**We do not accept:**

returns unless the item is unused and in its original packaging

returns or exchanges on bedding (comforters, duvet covers, coverlets, bedsheets, pillows, duvets, and crib sets) that has been opened or used, or on any product that has been modified/alterd/washed.

returns on any mattress or stuffed/upholstered product without a law label.