

Maven Lane

Limited Lifetime Warranty

Structural Coverage • 7-Year Product Lifetime • Original Purchaser Only
Effective Date: March 2026

Thank you for choosing Maven Lane. We stand behind the structural integrity of every piece we make. This Limited Lifetime Warranty reflects our confidence in our craftsmanship and our commitment to your long-term satisfaction.

Coverage at a Glance

✓ COVERED	✗ NOT COVERED
Structural frame defects	Cosmetic wear (scratches, dents, fading)
Joint failure under normal use	Fabric, upholstery, or finish damage
Hardware failure (legs, supports)	Accidental spills or stains
Manufacturing defects in construction	Damage from misuse or negligence
Defects discovered within 7 years of purchase	Modifications by customer or third party

1. Warranty Coverage

Maven Lane offers a Limited Lifetime Warranty on the structural integrity of all furniture sold under the Maven Lane brand. This warranty covers defects in materials and workmanship that affect the structural function of the product, for a coverage period equal to the expected product lifetime of 7 years from the date of original purchase.

What Is Covered

This warranty covers structural defects only—meaning failures in the physical construction of the product that prevent it from functioning as intended under normal residential use. Covered issues include:

- **Frame failure or breakage** resulting from a defect in materials or construction, not from impact or misuse.
- **Joint or connection failure** where components separate or become unstable due to a manufacturing defect.
- **Hardware failure** (e.g., leg mounts, support brackets, fasteners) that causes structural instability under normal use.
- **Manufacturing defects in construction** that are present at the time of purchase and affect structural performance.

Coverage Period

Coverage is valid for 7 years from the date of original purchase, reflecting the expected functional lifetime of the product. Claims submitted after this period will not be accepted.

Who Is Covered

This warranty extends to the original purchaser only and is non-transferable. Proof of purchase is required to initiate any warranty claim.

Authorized Purchase Requirement

This Limited Lifetime Warranty is valid only for products purchased directly from Maven Lane (mavenlane.com or authorized Maven Lane sales channels). Products purchased through a third-party retailer, reseller, or marketplace are not covered under this warranty, and the warranty is considered void.

If your product was purchased from a third-party retailer, all warranty and return inquiries must be directed to and handled by that original retailer in accordance with their policies.

Maven Lane is unable to process warranty claims, issue replacement parts, or facilitate returns for products not purchased directly through Maven Lane.

Product Registration Required

To activate your Limited Lifetime Warranty, your product **must be registered at the time it is initially received**. Warranty claims submitted without a registered product may not be honored.

- **Register your product here:** <https://mavenlane.com/pages/lifetime-warranty>
- Registration must be completed before assembly. Have your order number and product details ready when registering.

2. What Is Not Covered

This Limited Lifetime Warranty covers structural defects only. The following are explicitly excluded from warranty coverage:

- **Cosmetic damage:** Scratches, dents, chips, scuffs, or surface marks.
- **Finish and color changes:** Fading, discoloration, or finish wear due to sunlight, cleaning products, or normal use.
- **Fabric and upholstery:** Any damage to fabric, cushioning, foam, or upholstered surfaces.
- **Accidental damage:** Spills, stains, burns, or impact damage.
- **Misuse or abuse:** Damage resulting from use beyond the product's intended purpose or rated capacity.
- **Negligence:** Failure to follow care and maintenance instructions.
- **Modifications:** Any alterations or repairs made by the customer or an unauthorized third party.
- **Acts of nature:** Damage caused by floods, fires, earthquakes, or other environmental events.
- **Normal wear and tear:** Gradual deterioration consistent with the product's age and use.
- **Final Sale:** Products marked as Final Sale at the time of purchase are ineligible for the Limited Lifetime Warranty.

Any damage not related to the structural integrity of the product must go through our standard 30-day return process. For full details on eligibility, required documentation, and how to initiate a return, please visit our Return Policy: <https://mavenlane.com/pages/return-policy>

3. How to File a Warranty Claim

To submit a warranty claim, please contact our customer service team at hello@mavenlane.com with the following information. Incomplete submissions cannot be processed.

Required Documentation

- **Proof of purchase** (original sales receipt or order confirmation).
- **A clear photo of the product label**; usually found underneath the seat.
- **One or more images clearly showing the structural defect** being claimed. Photos must show the affected area in sufficient detail for evaluation.
- **A written description of the defect** and when it was first noticed.

Claim Review Process

- Maven Lane will review submitted documentation and may request additional photos or information.
- We reserve the right to inspect and verify any reported defect before approving a claim.
- If a covered structural defect is confirmed, Maven Lane will, at its sole discretion, repair or replace the defective part or product.
- Maven Lane will cover standard shipping costs for replacement parts or products within the contiguous United States. Additional charges may apply for customers outside this area.

4. Limitations of Liability

Maven Lane's sole obligation under this Limited Lifetime Warranty is the repair or replacement of a confirmed defective part or product, as outlined in Section 3. This warranty does not cover labor costs for third-party repairs, loss of use, or any other costs associated with the defect.

Maven Lane shall not be liable for any indirect, incidental, special, or consequential damages arising from or in connection with the use or failure of the product, even if such possibility has been advised.

5. General Provisions

- **Policy Changes:** This warranty policy is subject to change without prior notice. The warranty in effect at the time of purchase applies to that purchase.
- **No Oral Modifications:** This warranty may not be modified by any oral representation made by any Maven Lane representative.
- **Governing Law:** This warranty shall be governed by applicable U.S. law.

Contact Us

For warranty questions or to initiate a claim, please reach out to our customer service team:

- **Email:** hello@mavenlane.com
- **Subject line:** Warranty Claim – [Your Order Number]

Our team will respond within 2–3 business days. We are committed to making sure your Maven Lane furniture delivers on the quality and craftsmanship we promise.