



**VARILITE**<sup>®</sup>  
A Division of Cascade Designs, Inc.

# Return and Repair Policies

All returns must be authorized by VARILITE. A Return Authorization (RA) number will be issued for merchandise approved for return. New, unused standard items returned will be subject to a restocking fee, plus applicable freight charges, unless the return is due to an order processing or shipment error on the part of VARILITE.

## Warranty Repairs

VARILITE products are warranted to be free from defects in materials or workmanship for two years from the date of purchase. If a problem arises with your product, we will be happy to evaluate it. We reserve the right to determine if a product was altered in any way, except as specifically provided for in product instructions, used for purposes inconsistent with the intended purpose or design, or improperly maintained, in which case the warranty does not apply. If the user failed to follow product instructions or warnings, or subjected the product to misuse, abuse or neglect, the warranty does not apply.

Covers are warranted to be free from defects in materials or workmanship for 6 months from the date of purchase. Wear and tear and/or improper washing are not covered under warranty.

***Note: To protect the health and welfare of our employees, soiled items cannot be handled and evaluated. They will be considered non-repairable and disposed of or returned to you at a charge of \$20.00 for shipping and handling. Do not return cushion covers. Products received with the cover on the cushion will not be evaluated and will be returned to the customer.***

Upon evaluation and confirmation by the VARILITE repair team that our warranty applies to a defect in materials or workmanship, we will repair or replace your returned item at our option. If replaced, your returned item will be disposed of. The replacement item will carry the remainder of the warranty from your original purchase.

If we repair your returned item, the repair will be guaranteed for six months. This guarantee applies only to the repaired area.

If a proof of purchase is not included with the returned item, the stamped manufacture date will be used as a substitute.

Warranty items will be returned to you via FedEx ground, at our expense.

## Non-Warranty Repairs:

If evaluation by the VARILITE repair team confirms that our warranty does not apply to a defect in materials or workmanship, we will repair your returned item based on our repair fee schedule. Our repair fee schedule includes return shipping.

If the cushion is deemed repairable, the Customer Service team will call to obtain verbal approval for the \$50.00 repair fee. Upon completion of the repair, the fee can be paid over the phone or through a secured pay email link. Authorized *VARILITE* dealers with terms can have repair fees placed on account.

The repair will be guaranteed for six months. This guarantee applies only to the repaired area. Repaired items will be returned to you via UPS ground.

If your returned item is not repairable, we will dispose it for you at no charge if the “Dispose of my cushion” box is checked on the RA form. If this box is not checked, we will return the item to you at a charge of \$20.00 for handling and shipping.

***Note: To protect the health and welfare of our employees, soiled items cannot be handled and evaluated. They will be considered non-repairable and disposed of or returned to you at a charge of \$20.00 for shipping and handling.***

All repairs will be subject to a minimum fee of \$50.00 payable by Visa, MasterCard, Discover or American Express. The repair fee includes the cost of the repair and return freight via UPS ground.

## **Instructions for returning products for evaluation:**

1. Thoroughly clean the item(s). Soiled items will be deemed non-repairable. Cushions can be wiped clean with a damp cloth and sprayed with a disinfectant such as Lysol®. Cushion covers can be removed and machine washed. Refer to cover’s tag for specific instructions. Air dry. Additional seating components can be cleaned with soap and warm water. Do not saturate. Air dry.
2. Return only the item with the defect or that needs repair. **DO NOT RETURN CUSHION COVERS.**
3. Whenever possible, contact the *VARILITE* dealer where you purchased the item and ask them to return the product to *VARILITE*.

### **DEALER:**

Call *VARILITE* customer service at 800.827.4548 to obtain a Return Authorization (RA) number or go online to simply fill out the Return Authorization Form. You will need to provide the following information:

- Your *VARILITE* account number.
- Name, shipping address and phone number. Please note that we cannot ship items to a PO Box.
- Serial number of the item to be evaluated. If you cannot locate the serial number, please ask the customer service representative for assistance.
- Complete the RA form if filing online claim.
- Package the items carefully along with proof of purchase.
- **Be sure to write the RA number clearly on the outside of the box.**

- Send your item to the address below. It is recommended that you insure your shipment and keep the tracking number (if applicable).

USER:

If you do not have a proof of purchase, contact your dealer where you purchased the item and request proof of purchase from them. Call *VARILITE* customer service at 800.827.4548 to obtain a Return Authorization (RA) number or go online to simply fill out a Return Authorization Form. You will need to provide the following information:

- Name, shipping address and phone number. Please note that we cannot ship items to a PO Box.
- Serial number of the item to be evaluated. If you cannot locate the serial number, please ask the customer service representative for assistance.
- Complete the RA form.
- Package the items carefully along with proof of purchase.
- **Be sure to write the RA number clearly on the outside of the box.**
- Send your item to the address below. It is recommended that you insure your shipment and keep the tracking number (if applicable).

Cascade Designs Warranty/Repairs  
130 South Dakota Street  
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