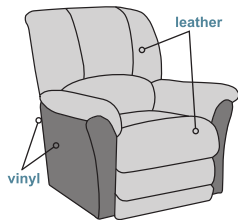


Getting to know your recliner.



The following FAQ's address the most common questions.

Q: Why does the seat and footrest feel firm when I first sit in my recliner with memory foam?

A: Memory foam is sensitive to body temperature. Upon delivery, allow the recliner to reach room temperature. This may take several hours. Further, since Memory Foam adjust to you, the product may feel firm when you first sit down until it's had time to respond to your body temperature.

Q: What is Leather-Match?

A: If you have purchased a performance leather chair, your chair features Leather-Match. This feature is a combination of leather and vinyl with approximately 60% of the chair in genuine leather wherever your body touches - i.e., back, seat and inside arms - and 40% of the chair in matching vinyl on the outside back, sides and arms. Leather-match is unique to performance leather recliners.

Q: How do I adjust the tension on my recliner?

A: Carefully tilt the recliner forward to rest on its arms. Locate the wing nuts, one on each side, toward the back under the seat. Adjust the tension by turning the wing nuts in one-quarter turn increments until the desired tension is reached.

Q: What is the clicking sounds I hear while I recline?

A: The clicking sound is our patented feature that allows you to completely customize your reclining comfort. Each click represents one of the 18 individualized positions that you can enjoy while reclining.

Q: Where can I find the Warranty Card?

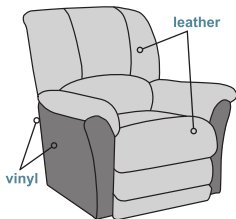
A: The Warranty Card is attached to the chair and can also be found on QVC.com.

Q: How do I return my La-Z-Boy chair?

A: To return your La-Z-Boy within QVC's current return policy timeframe, please call QVC Customer Service at [800-367-9444](tel:800-367-9444). Our representatives will initiate a pick-up from your home. There's no need to re-pack or re-box your chair. The delivery service will then contact you to arrange a day and time to pick up your chair.



Live life Comfortably.®



Getting to know your power recliner.

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Q: Where can I find the Warranty Card?

A: The Warranty Card is attached to the chair and can also be found on QVC.com.

Q: What's the best way to connect my power recliner to an electrical outlet?

A: You should plug your recliner directly into a wall outlet without using an extension cord, adapter or surge protector.

Q: How do I return my La-Z-Boy chair?

A: To return your La-Z-Boy within QVC's current return policy timeframe, please call QVC Customer Service at 800-367-9444. Our representatives will initiate a pick-up from your home. There's no need to re-pack or re-box your chair. The delivery service will then contact you to arrange a day and time to pick up your chair.



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