

# La-Z-Boy FAQ

## Marco Manual Recliner/Marco Power XR+

**Q: How do I clean the fabric?**

**A:** Cleaning Code W - Use a water-based cleaning agent or foam. Professional cleaning is recommended.

**Q: What is included in the La-Z-Boy Limited Lifetime Warranty?**

**A:** The type of coverage under the Limited Lifetime Warranty depends on when the furniture was purchased. Please refer to the warranty on the product detail page which will also accompany each La Z Boy product.

**Q: I have a recliner. How can I remove the back from it to make it easier to move or transport?**

**A:** This information and a diagram are listed in the operating instructions that accompany each La-Z-Boy product. On the lower portion of the back on each side there is a bracket that has a locking arm. The arms need to be raised up to a 30-45 degree angle in order to pull the back up and off the recliner. To put the back on, line it up with the brackets that come out from under the seat and gently slide it down into place. Then put the locking arms in the down position to lock the back on.

**Q: How do I register my La-Z-Boy product?**

**A:** With every La-Z-Boy product you will receive a booklet that gives our website address where you may register your furniture purchase. By registering your product, it enables us to learn more about you, our customer. Not registering your product does not affect the La-Z-Boy Limited Lifetime Warranty for your furniture. You may register your product(s) on our website by visiting the [Register Furniture](#) link under 'Customer Care' on this website. You will be asked for the date you originally received the furniture in your home and also the information from the product identification tag which is stapled below the furniture.

**Q: What if I need to return my La-Z-Boy chair?**

**A:** To return your La-Z-Boy chair within 30 days, please call the QVC Customer Service department at 1-800-367-9444. Our customer service team will initiate a White Glove Service pick-up from your home. There's no need to re-pack or re-box your chair. Our White Glove Service team will contact you to arrange a time to pick up your chair.

**Q: Is this a wall saver? How far away from a wall to still enjoy a full recline?**

**A:** No not a wall saver, Manual recliner needs 9.5inches away from the wall. Power option needs 11 inches away from the wall.

**Information provided by Bobbi Nadeau, La-Z-Boy**