

Liberty Mutual Furniture Warranty Process

Please use the following process to have furniture repaired under warranty should it be broken.

Most of the furnishings in the catalog have extensive warranties. **Staples can help you process those warranties by reaching out to our team at FurnitureDirect@staples.com.**

Please provide as much information as possible such as:

- Brief description and picture of the issue/damage
- Order # or PO #
 - if you do not know this info, please reach out to Procurement@libertymutual.com
- Location/Address of product including contact name, phone and email
- Product info from the serial # - tag affixed to the furniture (white label under the product) includes the manufacturer, serial # and model # (the info and picture).

Example:



If you have any questions about this process, please reach out to the Staples Program Team at staplesadmin@libertymutual.com.