

## Customer Service

### Claim management:

When making a warranty claim, the customer must contact the retailer where the purchase was originally made. Transportation to and from retailer is the responsibility of the purchaser including loss of time and packing.

Request for assistance under this warranty will require proof of purchase and shall be made promptly following the discovery of any alleged defect to your retailer or directly to Furniture Solutions.

Furniture Solutions will in each case consider if the claim is covered by warranty. Furniture Solutions will, in the case it is covered by warranty, repair or replace at its sole option, any part of the product determined to require repair or replacement.

Please refer to your assembly instructions for identification of any Parts required, will ensure a quicker response.

Made In China  
Distributed in Australia by  
Furniture Solutions (Aust) Pty Ltd  
10-16 Daisy St,  
Revesby, NSW. 2212  
[www.furnitureolutions.com.au](http://www.furnitureolutions.com.au)  
Customer Service (Australia) - Ph: 1300 794 188

**Furniture Solutions**



### Warranty:

A limited 1-year warranty applies to the frame & covering from the date of purchase, for manufacturing faults & defects only.

*"Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure".*

**Subject to warranty conditions below.**

### Warranty Exclusions:

- Damage to product caused by incorrect assembly, acts of nature, abuse or misuse
- General wear & tear. Includes fading, creasing of covering, reduction in height of foam & fibre fillings
- Failure in duty of care
- Exposure to extreme heat or cold
- Warranty is based on normal household use and not for commercial use
- Floor stock sample sales or product sold not in original cartons
- Damaged product inside original cartons with obvious damage to cartons
- Warranty only extends to original purchaser and is not transferable
- Mould & mildew

### Important Safety Instructions:

- Do not sit on back of sofa while in upright positions
- Do not allow blankets & or pillows to get caught up in mechanism
- Do not sit on arms
- Do not jump on product
- Do not drag product always lift with help of another person

### Duty of care:

While every attempt is made to supply product using quality components there is always a need from consumer to help ensure long life of use for product.

- Proper use of item only what it is designed to do
- Regular maintenance and cleaning

We in conjunction with the retailer use only coverings that meet or exceed Australian standards in furniture industry such as **AS2687-1997**

### Maintenance:

**Every 4 months check items listed below, more often depending on use**

- All bolts & or screws should be checked and tighten as required.
- All external metal such as legs or arms should be checked for surface marks such as scratchers or dents. Exposure may cause oxidation (rust) to appear. Touch up with suitable colour paint.

### Cleaning:

**Once a week depending on use & area clean as listed**

- Coverings should be wiped down with a soft clean cloth combined with mild soap & water. Then rinse off with clean water. With a soft clean dry cloth remove moisture from covering pay special attention to any seams or folds in covering.
- Metal legs & such should be wiped down with a soft clean cloth combined with mild soap & water. Then rinse off with clean water. With a soft clean dry cloth remove moisture from metal.

Please read label attached to base of product for further maintenance requirements

**In areas of high content of salt air, pollution & moisture require more frequent cleaning.**