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**Customer Service**

***Claim management:***

To make a warranty claim, customers can either contact the retailer where the purchase was made or Furniture Solutions on contact details below. Proof of purchase will be required before proceeding with any claim. In the case of product defects providing photos may be able to speed up processing of the claim. If missing parts please refer to assembly instructions for identification of said part and contact either of the above.

“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”.



Made In China  
Distributed in Australia by  
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Customer Service (Australia) - Ph.: 1300 794 188  
Email; customerservice@furnitureolutions.com.au  
Circa 08.2016

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**2 Year Warranty**

A two (2) year warranty applies to product against any defect associated with faulty workmanship for period of (2) years from date of purchase.

Furniture Solutions accepts no responsibility for defects caused by incorrect assembly, mishandling, acts of god, general wear & tear including fading, creasing of covering, aging of foam and fiber filling IE Height reduce over time, stains from spills, chipping/scratching, exposure to extreme heat/cold, mould/mildew, hardware corrosion, misuse of the products & defects caused by failure in duty of care for the product in accordance with the care instructions. Warranty is based on normal household use and not for commercial use. Warranty only extends to original purchaser and is not transferable, except when given as a gift.

**Duty of care:**

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

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

**Important safety instructions:**

- Do not sit on arms
- Do not stand on chair
- Do not lean on back of chair
- Do not drag chair always lift with the help of another person
- Do not allow items to be entangled with mechanism IE: Blankets, pillows & clothing
- Ensure swivel mechanism on chair base is clear of loose threads, long carpet fibre's or simular items

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**Regular Care:**

Please keep dust free and clean up spills immediately.

**Leather & PU Coverings**

Vacuum & or brush away dust & grit as necessary, Wipe with a soft, clean dye fast cloth. Every 3-4 months remove excess body oils with a soft, clean dye fast cloth & appropriate cleaner for covering type, follow direction as recommended. Frequency of regular care can vary depending on usage.

**Fabric Coverings**

Vacuum & or brush away dust & grit as necessary, Wipe with a soft, clean dye fast cloth. Periodical have covering cleaned by a professional to remove excess body oils. Frequency of regular care can vary depending on usage.

**Mechanism**

Every 3-4 months lay chair over on its back and wipe and or vacuum action inside chair to remove excess dust and fluff, pay special attention to swivel action at base of chair, ensure all metal components are clean and free of impediments.

Ensure all bolts are firm under arms & backrest.

**Avoid:**

Exposure to direct sunlight, intensive heat, weather or soak unnecessarily. Always avoid excessive hard rubbing.

Pulling product by covering & arms always lift, move with hands on frame work

Cleaning products that contain alcohol, solvents, abrasives, silicon and some detergents. Use only prescribed cleaners and follow directions

Dry Cleaning or machine washing of coverings

**Notes:**

Accumulation of perspiration and body oils on arm pads, headrests etc. may damage your covering these areas and will require more frequent cleaning. Alcohol, hair spray, gel mousse, perfume, deodorants, medication and dye penetration from clothes can have adverse effects on surface of covering.