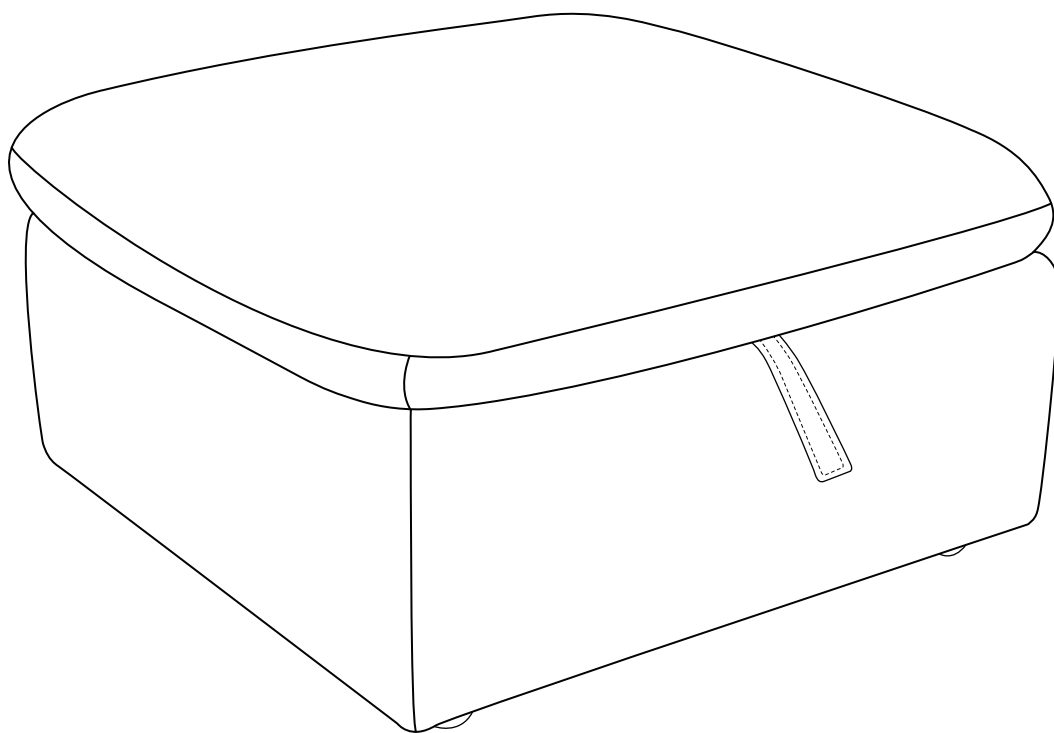


MACY STORAGE OTTOMAN



ASSEMBLY INSTRUCTIONS

mopio[®]

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Scan the QR code or go to the link to find out more:
www.mopio.com/club



Contact Us!

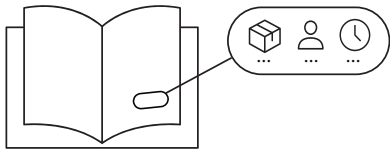
For any enquiries or issues regarding your purchase, chat with us
at www.mopio.com#chat.

✉ help@mopio.com

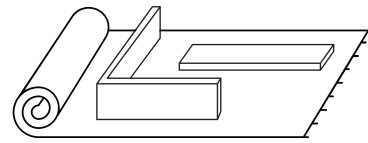
Facebook and Instagram icons followed by [@mopioinc](https://www.instagram.com/mopioinc)

Globe icon followed by www.mopio.com

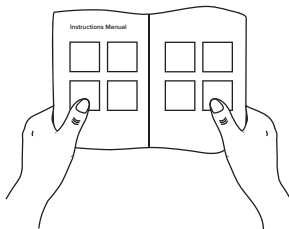
Before you start...



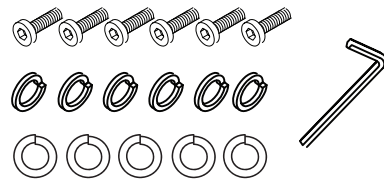
Ensure you have received all cartons and familiarize yourself with the workload. Make sure there are enough helping hands to assist you, and that you have allocated the time required to assemble your new product.



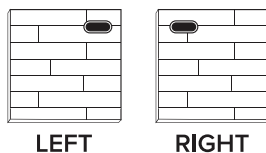
Make sure you have cleared enough space in your home for the assembly. We recommend protecting your floor with a mat or cardboard to avoid scratches during the assembly process.



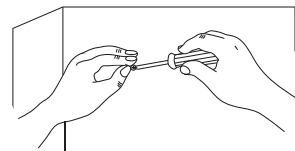
Read instructions carefully and check no parts are missing.



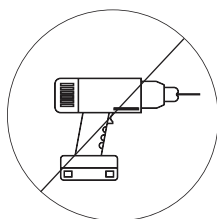
Lay out all hardware on a soft surface so you can easily identify them.



Carefully identify all components in order to differentiate which pieces are left and right.



Install your new product carefully following the instructions. Don't skip ahead!



DO NOT over tighten screws or use a drill. It will damage the product.



If you need further assistance with assembling your Mopio product, please chat with us at www.mopio.com#chat.

Parts



Missing parts? Or feeling stuck?
Chat with us at www.mopio.com/chat



Watch demo video at:
www.mopio.com/pages/assembly-guide

□ ① **x1**

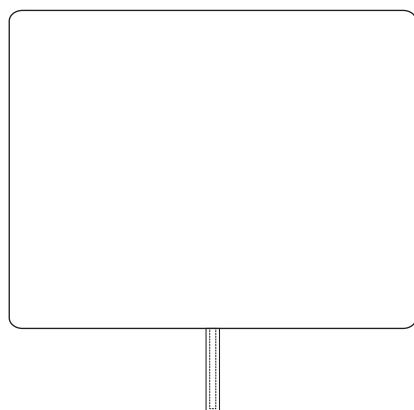
□ ④ **x1**

□ ② **x1**

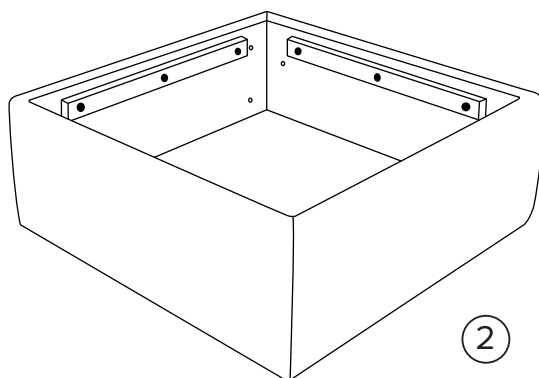
□ ⑤ **x4**

□ ③ **x1**

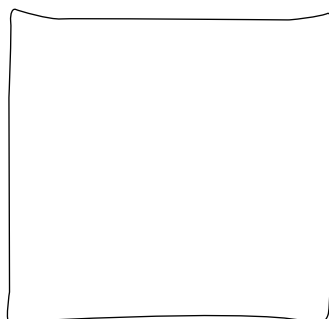
①



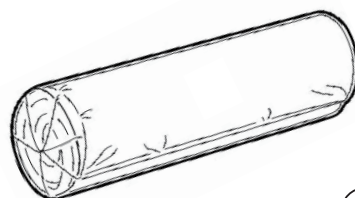
②



③



④



⑤



Hardware



Missing parts? Or feeling stuck?

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Watch demo video at:

www.mopio.com/pages/assembly-guide



Velcro

(A)

x2



Tricot Tape

(B)

x1



This product will require 5mins for assembly. We hope that you will enjoy the assembly process and hang in there!



There are inner box(es) that include components required to complete this assembly.



Please do not completely tighten all the hardware, until each assembly step is complete.



Before discarding the packaging, please use the checklist to ensure that you have all the parts required to assemble your product. Please kindly note you will need the original package if you want to return the product later.



If parts are missing or damaged, we will gladly ship your replacements parts free of charge. Please contact us at help@mopio.com or chat with us at www.mopio.com#chat.



x1



x1



5 mins

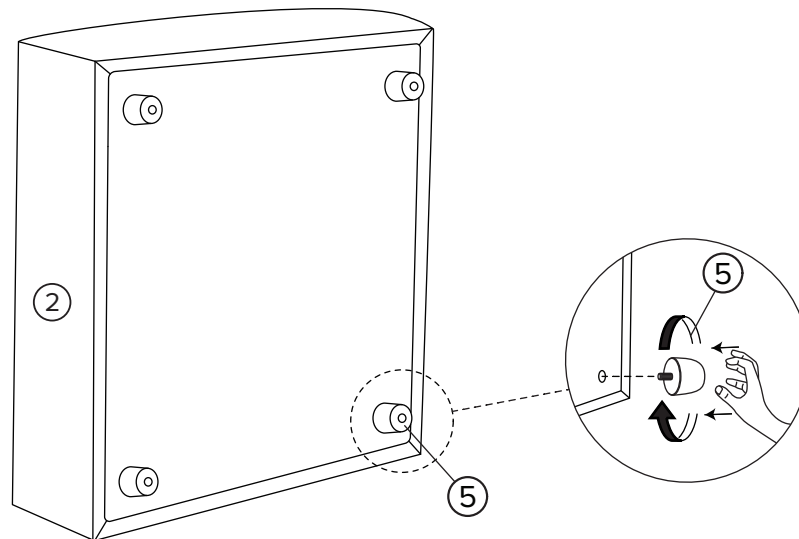
Pre-Assembly

Panels and boards are not packed in accordance to assembly step. Suggestion to unpack everything before starting.

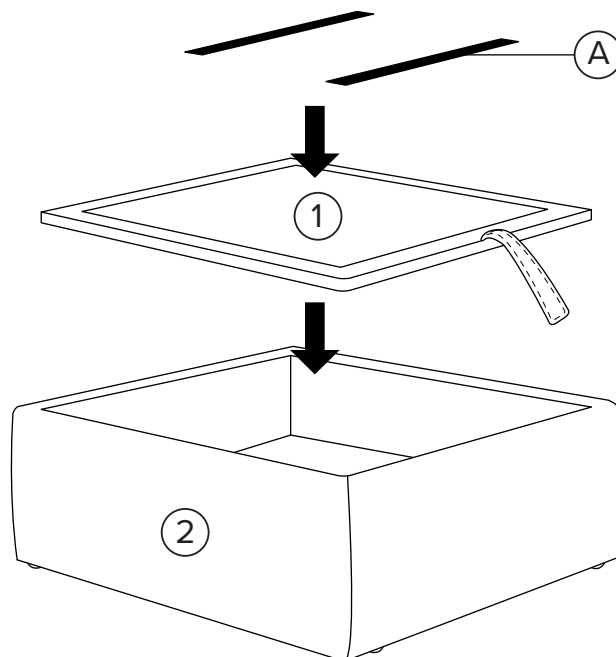
A string is attached to hardware box for easy access.

When washing, cleaning or reattaching covers, ensure to attach tricot tape (B) to all Velcro areas beforehand to protect the fabrics. Not doing so can result to fabric damage. Please handle cushion and tricot tape with care.

Step 1



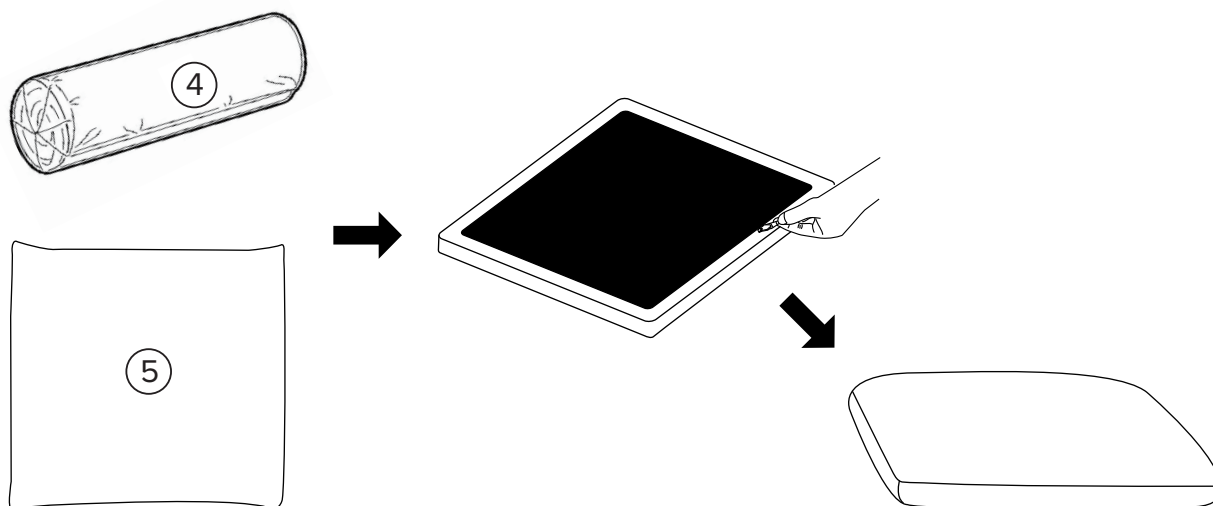
Step 2



Step 3

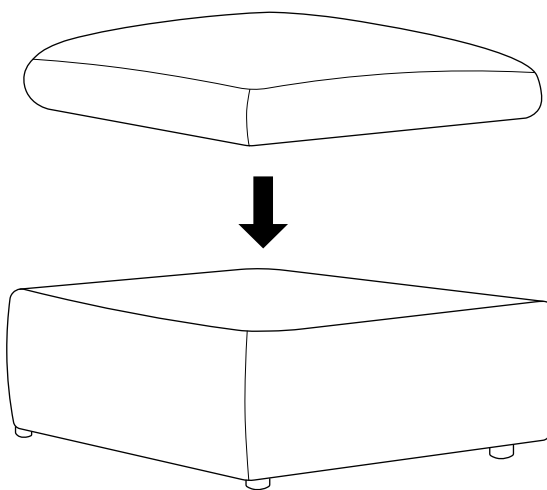
To unpack the compressed seat cushion (4), refer to the instruction printed on the cushion packaging.

Insert seat cushion (4) into coat (5).

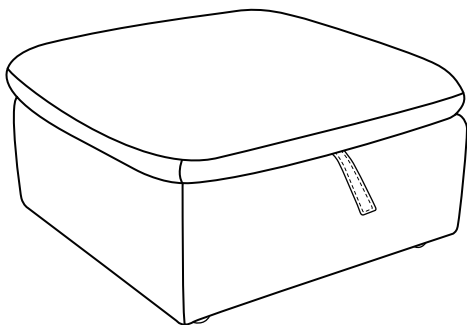


Step 5

To ensure that cushion is in the correct orientation, check that cushion label is showing up.



Finished!



Congratulations! We're almost there! Please perform following checks to ensure assembly is properly done.

- Ensure all legs are fully tightened, please refer to Step 1.

**Clean the product with a dry cloth.
You are all set!**

Enjoy your fresh and updated living space thanks to the addition of your new Mopio product!



Missing parts? Or feeling stuck?
Chat with us at www.mopio.com/#chat



Watch demo video at:
www.mopio.com/pages/assembly-guide

Care Instructions

Your furniture, if treated with respect and love, will last you a long time with proper maintenance to maximize its longevity.

Few quick tips before using this product:

1. Position the sofa away from direct sunlight or use curtains or blinds to limit the exposure.
2. Clean the sofa regularly with a dry, soft cloth or a vacuum cleaner with a soft attachment.
2. To remove stubborn stains on fabric, blot affected area immediately with a soft cloth soaked in warm water and mild soap. Then clean off using a dry cloth.

How to take care of it?

1. Take care not to clean with excessive rubbing. It may damage the weave and discolor the fabric
2. We recommend fixing felt pads underneath the sofa to prevent scratches on the floor. Placing a rug underneath can also add the right amount of protection and shine to your living space!
3. For optimal care, you should distribute the weight evenly on the cushion regularly.

Follow the care instructions and look after your furniture, in return, your furniture will look after you.

We hope to see you soon!

Frequently Asked Questions

1. What should I do if my product received is incomplete?

Mopio products are flat packed and come in separate boxes. Once your order has dispatched and been sent with Fedex, you will receive an email with tracking information. Please note that Fedex may deliver your boxes in separate deliveries. Kindly follow the tracking information, allowing all boxes to be received before starting assembly. If you need further assistance on deliveries tracking, feel free to reach out to us at **www.mopio.com#chat** or **help@mopio.com**.

2. What should I do if my shipment is damaged or products received are defective?

We're sorry to hear that! Please email us at **help@mopio.com** or chat with us at **www.mopio.com#chat** and provide a detailed description of the damage, as well as photos (or videos, where appropriate) showing the damage. We will do our best to resolve the issue as soon as possible.

3. Can replacement parts be ordered?

Yes. Simply write to our customer service team at **help@mopio.com** or chat with us at **www.mopio.com#chat**, let us know your order ID and we will be happy to assist further.

4. Who do I contact for repair queries?

You may write to us at **help@mopio.com** specifying your queries and we will be able to assist you further.

5. What warranty do you offer for your products?

You'll just need to submit your warranty registration upon receiving product at **www.mopio.com/warranty/register**. You can print a copy of your order from Order Details in Amazon and upload it as your proof of purchase. More details can be found in **Warranty section**.

6. How do I claim my warranty?

Easy! Just email us at **help@mopio.com** and provide a detailed description of the fault as well as photos.

7. What should I do if I want to return the product?

We offer 30-day return policy upon product received. To initiate a return request, please message us through Amazon or contact our customer service team at **help@mopio.com** or **www.mopio.com#chat** with your reason of returning so we can facilitate the request and assist you further. For more details on the return policy, please refer to **Return section**.

1-Year Limited Warranty Information

Please read this limited warranty carefully. To ensure your warranty remains valid, you must comply with the following conditions. This warranty covers only manufacturing defects and does not include damages caused by misuse of the product. Full details are available at <https://mopio.com/pages/product-warranty>.

Activate within 30 Days

Activate your warranty within 30 days of receiving the product at <https://mopio.com/pages/mopioclub>.

Warranty against manufacturing defects, starts from the date of receipt. A valid proof of purchase is required for warranty claims. The manufacturer's warranty and financial responsibility are applicable only to the products.

Proper Use Definition

Proper use means that the product was not abused by the User, according to the manufacturer's definition.

Inspection and Costs

The manufacturer requires inspection of the product to determine the warranty claim. Transportation or removal costs are the responsibility of the consumer.

Usage Conditions

The product should be used on a level surface where all legs touch the floor evenly, allowing even weight distribution. This warranty only covers replacement of legs and not any other parts.

Resolution of Claims

If a manufacturing defect occurs, the manufacturer will repair or replace the product at its discretion. The manufacturer reserves the right to substitute materials or models and cannot guarantee that replacement parts will match existing ones.