
PRODUCT WARRANTY

WARRANTY COVERAGE

Our products are warranted to the original purchasers from authorized our dealers for factory-related defects (materials and workmanship) that appear under normal household use for a period of 6 months from the date of receipt. Our warranty covers only manufacture defects and frame for 6 months from the date of receipt.

THIS WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. WE WILL NOT BE LIABLE FOR ANY SPECIAL, INCIDENTAL, CONSEQUENTIAL OR INDIRECT DAMAGES, EVEN IF IT HAS REASON TO KNOW IN ADVANCE THAT THEY ARE POSSIBLE.

This warranty is limited to repair or replacement of the defective part, or substitution of product, in our sole discretion. This warranty is not transferrable.

WARRANTY LIMITATIONS

Limited Warranty does not cover damage due to normal wear and tear, accidents, misuse, indentions, scratches, improper assembly or operation, modifications or alterations, natural disasters, or improper care and storage. Please refer to the Care Guide for details on how to properly care for your product. No warranty coverage is provided for surface damage caused by failure to protect and maintain furniture properly. No warranty coverage is provided for variations in color, grain or markings which are ordinary to natural products, or which develop over time because of natural processes such as exposure to sunlight. No warranty coverage is provided for cushions, fabrics, and pillows. No warranty coverage is provided for furniture that has been placed outdoors or exposed to the elements. Our products are designed and manufactured for indoor/interior use only (Except for the products mentioned as outdoor use).

If a problem should arise which you feel is covered by our limited warranty, contact the authorized retailer from whom you purchased your furniture. Please make sure any claim for warranty service is accompanied by the necessary information to satisfy the warranty requirements. If necessary, the retailer will contact manufacturer to establish service. Manufacturer reserves the right to require defective parts be returned upon request or proper proof (e.g., images, video) be provided for claim. We have total right to retrieve the products which are claimed as defect and missing parts. Without an authorization, the product should not be disposed. We are not responsible for the cost of the product if they dispose with out any authorization or if they deny to send back to us.

DISCLAIMER

No other express warranty has been made or will be made on behalf of manufacturer with respect to the furniture and its parts, or the operation, repair, or replacement of the furniture and its parts. Furthermore, no representative of our distributors or retailers is authorized to make any changes or modifications to these limited warranties. We may change or modify these warranty terms at any time without further notice and such changes or modifications. These changes will come into effect immediately upon posting to the Site.

CARE GUIDE

Following this fabric care guide will help to prolong the lifespan of your furniture, and maintain their performance, comfort, and appearance.

- Clean the slipcovers once a week with a soft brush or vacuum cleaner, as accumulated dirt will accelerate wear and dull the color of the fabric.
- After spot cleaning, use a dry cloth to remove excess moisture from the fabric. Allow the upholstery to dry completely before use.
- Do not expose the fabric to direct sunlight. With extended exposure, ultraviolet rays can create hairline cracks in leather or cause fading or discoloration of fabric.
- If a snag occurs in your fabric, trim it using scissors. Do not attempt to pull it out, as this could damage the surrounding fibers.
- Spillage on fabrics may result in discoloration. Any spillage should be wiped with a dry cloth immediately. Do not use bleach (including oxygen-based or commercially advertised as color protection bleach) on the fabric unless advised by our CX agents.
- Ensure no sharp objects (or claws) come into contact with the slipcovers to the best of your ability as this may cause snags or tears in the fabric.

Natural Fabrics Care Guide:

This applies to Brushed Cotton, Cotton Canvas, Everyday Linen, Pure Linen.

All natural fabrics will soften over time after a few washes. It is also normal to see some pilling in the first few weeks of use for natural fabric. This pilling will stop once the loose fibers in between the thread are gone.

Machine-washing:

- Ensure that all zippers are closed.
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- Wash at a temperature of 30°C or below.
 - Do not bleach.

Drying:

- Drip dries in shade.
- Do not dry under direct sunlight.
- Do not tumble dry.
- Fit your covers while slightly damp to prevent creases and ensure a snug fit.

Stain/spill removal:

- For non-oil-based liquid spills, blot immediately with a clean, dry cloth or towel.
- For oil-based liquid spills, gently blot excess oil with a paper towel.
- Then apply an absorbent such as corn starch over the spill, and allow it to sit for 10-15 minutes.
- Vacuum the absorbent off, then spray on a mild cleaning solution of soap and water.
- Rinse the fabric thoroughly to remove all soap residue. Air dry.

Synthetic Fabrics Care Guide:

This applies to Claw-proof Velvet, Classic Velvet, Comfort Chenille, Eco Basketweave, Eco Chenille, Eco Twill, Eco Weave, Everyday Weave, Nomad, Performance Weave, Textured Weave.

Machine-washing:

- Sort slipcovers by color and type: separate darks from whites, heavy from light fabrics to prevent pilling.
- Turn garments inside out.
- Ensure that all zippers are closed.
- Wash at a temperature of 30°C or below.
- Do not bleach.
- Do not machine wash Performance Weave. Spot clean only to preserve the longevity of the nano-coating.

Drying:

- Drip dry in shade.
- Do not dry under direct sunlight.
- Do not tumble dry.
- Fit your covers while slightly damp to prevent creases and ensure a snug fit.

Ironing:

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- Do not steam Performance Weave
 - Do not iron Comfort Chenille, Classic Velvet, Claw proof Velvet or Textured Weave.

Stain/spill removal:

- For non-oil-based liquid spills, blot immediately with a clean, dry cloth or towel.
- For oil-based liquid spills, gently blot excess oil with a paper towel.
- Then apply an absorbent such as corn starch over the spill and allow it to sit for 10-15 minutes.
- Vacuum the absorbent off, then spray on a mild cleaning solution of soap and water.
- Rinse the fabric thoroughly to remove all soap residue. Air dry.
- Keep Comfort Chenille, Performance Weave and Classic Velvet covers raised and refreshed with a weekly vacuum to remove dust particles.

Leather Care Guide:

This applies to Vegan Leather Savannah Saddle, Bycast Leather Urbanskin Kramfors and Faux Leather

- Do not machine wash or iron.
 - Wipe leather weekly with a clean, damp cloth (avoid harsh chemicals) to remove any build-up of body oil, perspiration, hair, etc.
 - Keep leather dry and away from humidity and direct heat. Do not allow excess moisture to sit on the surface of the leather.
 - In case of spills, stains or dirt, wipe with a clean, damp cloth.
 - Do not treat the leather with oil. Faux leather disintegrates fast after being in regular contact with oil and moisture.
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