

## 10-year Warranty

Italsofa sofas and armchairs are all covered by a specific warranty, subject to this certificate. We therefore kindly ask you to read it carefully.

This Warranty applies only to furniture utilised under normal household use and conditions.

### Registration of the warranty

To activate the Italsofa warranty the holder is required to:

- register the warranty coupon attached to this booklet writing the identification number (ID number) of the product shown in the booklet or on the base of the product. If you have bought more than one piece of furniture please always use the same coupon for the different ID numbers
- mail the warranty coupon to the nearest Editions center as indicated on the registration coupon, within thirty (30) days from delivery or
- complete the warranty registration coupon on the web site [www.italsofa.com](http://www.italsofa.com)

### Terms and duration

Any request for assistance under this warranty shall be made through the retailer from whom the purchase was made and shall require a dated proof of purchase. The request of service shall be made promptly following the discovery of any alleged defect, no later than:

- thirty (30) days after the defect could have been discovered through the exercise of reasonable diligence by the Purchaser;
- fourteen (14) days after purchase for visible defects claimed at the time of delivery;

Your Italsofa product is covered, under normal use and starting from the date of purchase:

- for a period of ten (10) years for the internal frame construction;
- for a period of two (2) years for the cushioning, mattresses and sleeper mechanisms, stitching, manual and/or electric mechanisms, the suspension system (webbing), exposed wood trim and fabric coverings. After the first year from date of purchase, this warranty covers only parts and materials necessary for repair and does not cover labour;
- for a period of two (2) years the leather against tearing and splitting. After the first year from date of purchase, this warranty covers only parts and materials necessary for repair and does not cover labour.

Italsofa warrants its furniture coverings are 100% genuine leather.

This warranty does not cover any incidental or consequential damage, including loss of time, usage or money. In no event shall the responsibility of Italsofa exceed the purchase price of the product or its replacement.

If identical materials are not available at time of repair, Italsofa reserves the right to substitute materials of equal quality and value.

### Exclusions and exceptions

This warranty specifically excludes claims for:

- wrinkling or natural markings from injuries to the skin, variations in grain, or color variations resulting from the natural features of the leather. These are proof that only genuine leather has been used;
- cracking or peeling of the leather;
- damage caused by burns, cuts, animal, or other forms of abuse;

- damage due to improper cleaning abuse and negligence;
- commercial, contract, rental trade, institutional or other non-residential use;
- damage resulting from exposure of the leather to direct sunlight, extreme heat, bright lights or similar conditions and, any resulting discoloration;
- damage by corrosive materials, such as acids or solvents, or dyes, inks, paints, human or animal bodily fluids;
- damage resulting from improper use, abuse or acts of God;
- damage incurred during the handling and transportation of the product;
- floor samples sales or sales made on “as is” basis;
- furniture previously repaired by service centres not endorsed by Italsofa;
- interpretation of defects caused by misinformation or negligence in disclosure by the retailer.

This Warranty shall be considered void:

- for claims to leather or fabric coverings due to the application of chemicals, cleaners or conditioners not endorsed by Italsofa;
- when the identification label is removed from underneath the furniture;
- if the original Purchaser transfers this warranty to other parties or moves from the original delivery address;
- this warranty does not cover packaging or transportation costs to and from the manufacturer, retailer or other repair point as determined by Italsofa.

### **What to do in case of request of assistance**

When applying for assistance under this warranty, the purchaser should contact the retailer from whom the Italsofa product was purchased and submit the claim complete with the product identification number, as well as the photographs that document the fault or flaw claimed.

Please remember that removing the label from the base of the sofa invalidates this warranty.

The retailer will forward the claim to Italsofa when, upon inspection, it is considered a result of poor manufacturing.

Italsofa will thereafter repair or replace, at its sole option, any part of product determined, if necessary by a Italsofa representative, to contain manufacturing defects relating to frame construction, leather, mechanisms, mattress, workmanship or cushioning.

We advise the purchaser that softening of cushioning should be expected as a result of normal use and is not to be confused with loss of resiliency due to defects in constructions or materials..

The remedies provided under this warranty shall be the exclusive remedies available for claims of alleged defects in material or workmanship.

Italsofa makes no other warranties, except as provided herein whether express or implied, unless otherwise provided by applicable laws.

This warranty gives purchaser specific rights which may vary from State to State.