

## WARRANTY INFORMATION

sohoConcept products are guaranteed free of factory defects for a period of one (1) year from the date of purchase (invoice date) by the dealer (furniture store). Camira wool and PPM leatherette have a warranty up to 5 years, whereas PU leatherette and other fabric materials are up to 1 year. This is strictly for the upholstered slip covers and does not apply to the frame of the product. However, all frames and structures of all products do have a warranty up to 1 year as well.

### This warranty is valid provided that:

- Regular cleaning has been carried out by the end user
- Furniture has not been subjected to continuous usage
- Furniture has only been subjected to normal “wear and tear”
- Furniture has not been subjected to misuse or abuse

This warranty does not cover damage due to improper cleaning and care of upholstery coverings. As sun is a natural bleaching agent it is strongly advised that you keep your sohoConcept upholstery away from direct sunlight as it will discolor the covering over time. Heat will also damage the coverings and it is important to position the sofa at least 2 feet away from any sources of heat such as radiators and heaters. Do not drag your sofa over rough surfaces. Sitting on the back or arms, jumping on the products or rough handling is not recommended. Even though our warranty is limited from one to five years, as a courtesy to our customers we are willing to replace damaged slip covers free of freight charge if covers’ cost is paid by customer.

The softening of the foam padding of your sofa in the long run is normal. The polyurethane adjusts to its regular use in a few months. This process should not be confused with a loss of foam resiliency. In order to maintain our fabrics and leather in its original form, please follow the details outlined in the Care & Maintenance guide. Our chairs are not recommended for commercial usage if the product is to be used on carpet or tiles with gaps. The warranty will be waived if product is used on non-recommended flooring. Please consult us regarding the type of floor the product is to be used on prior to placing the order.

### For all damaged product claims:

All Manufacturing Claims for defective products or Logistics Claims for incorrect products ordered or shipped must be reported within 24 hours of receiving of shipment. All details concerning the nature and the extent of the damages as well as photos and videos of the damage must be provided within 24 hours of receiving of merchandise. SohoConcept requires a minimum of three photos from several different angles that clearly depict the damage. The dealer at the delivery location must retain the damaged item and all original packaging. These items must be made available for inspection, by sohoConcept, or the transportation company, or its representative. SohoConcept will not issue credits or send replacement items until the nature and extent of the concealed damage can be verified. Unauthorized repairs or returns will automatically be refused.

Damaged or incorrect products must be available to be prepped and pelletized in the same manner it shipped. We reserve the right to delay replacements from being sent or a credit to be issued until the defective merchandise is received and inspected at our distribution facilities. The warranty shall not be applied to product defects caused by incorrect assembly, improper use, or uses for which the product is not normally intended, failure to comply with the operating and maintenance instructions or normal wear. SohoConcept will not refund/reimburse for any local delivery and/or installation charges incurred for defective products or parts. Dealers are responsible for covering for local re-delivery or installation charges on replacement parts or pieces.



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THIS LIMITED WARRANTY SUPERCEDES ALL INCONSISTENT PROVISIONS OF ANY ALL PURCHASE ORDERS, INVOICES, ACKNOWLEDGEMENTS, OR OTHER WRITINGS OR STATEMENTS WRITTEN OTHERWISE.

sohoConcept DISCLAIMS ALL OTHER EXPRESS OR IMPLIED WARRANTIES AND PRODUCT LIABILITY, ANY REPRESENTATION OR WARRANTY, EXPRESS OF IMPLIED, AS TO THE CONDITION, VALUE, DESIGN, OPERATION, SUITABILITY, NONINFRINGEMENT, MERCHANTABILITY OR FITNESS FOR ANY PARTICULAR PURPOSE OF THE PRODUCT OR ANY PART THEREOF ANY IMPLIED WARRANTIES ARISING FROM STATUTE TRADE USAGE, COURSE, COURSE OF DEALING, COURSE OF PERFORMANCE. PURCHASER SHALL NOT OFFER TO ITS CUSTOMERS ANY WARRANTY FOR THE PRODUCTS OTHER THAN THE WARRANTY ABOVE.



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