

WARRANTY CONDITIONS AND RULES FOR THE PROPER USE OF FURNITURE

Congratulations on choosing furniture from our collection. We are confident that they will meet all your expectations. Ensuring high quality and functionality, we would like to provide you with detailed instructions for use and care. Using the following rules will allow you to enjoy the product for a long time.

Please note that failure to follow these instructions for use and care may lead to the exclusion of the warranty.

GENERAL INFORMATION

1. Upholstered furniture, beds, mattresses and other items in the Manufacturer's offer, should be operated in accordance with their intended use and the rules of use listed below.
2. Due to the soft elements and the type of upholstery, there may be differences in the dimensions of the upholstered furniture in relation to the parameters given in the catalogues, leaflets or on the website. All furniture dimensions refer to the outermost parts of the furniture and are given with a tolerance of +/-3%. For mattresses, a tolerance of +/- 1.5 cm in size is permitted due to the elasticity of the components used.
3. In upholstered furniture, there may be differences in the softness of the seats from one piece to another. This is due to the natural properties of the materials used for the construction and filling, i.e.: the density of the upholstery foam, the elasticity of the metal springs, upholstery belts and the use of functional mechanisms (sleeping function, elements with a storage box, corner elements, pouffes and ottomans). Differences in seat firmness can also occur between the furniture on display and that delivered to the customer. This is the natural result of use and the application of different upholstery.
4. The presented samples of fabrics, leathers and colouring of wooden elements should be treated as examples of raw materials, and therefore the ordered furniture may differ from the presented samples.
5. In the event of the furniture being added over a period of time, the manufacturer reserves the right to make changes to the colour, design, dimensions and function of the furniture. Differences may be due to a change in the production process, as well as the use of a different batch/supply of raw materials in the production process.
6. If the product is replaced during the warranty period, the manufacturer reserves the right to introduce technological changes, i.e. product dimensions, materials used for production, decorative and movable elements, sleeping function, resulting from the necessity to eliminate product defects.
7. The colours of the fabrics, leathers and wooden elements shown in the photos may differ from the actual colours. This is due to the limitations of digital recording technology and the individual settings of electronic devices, in particular the graphics card and monitor.
8. None of the available upholstery materials (fabric, coated fabric/artificial leather, natural leather) will resist the possible damage that animals can cause. For this reason, when choosing an upholstery fabric, particular attention should be paid to its durability parameters and the intended use.

TRANSPORT, UNPACKING AND SETTING UP OF FURNITURE

1. Transport should be conducted with special care, as mechanical damage, scratches, tears or cracks are most likely to occur during this operation.
2. Furniture should only be transported in its original packaging and properly secured (use of straps, safety strips, other accessories to protect the furniture from damage) and in accordance with the instructions on the labels and markings attached to the packaging.
3. When receiving the upholstered furniture, please check carefully whether the goods are in accordance with the order, whether all elements of the furniture and its packaging are not damaged (there are no scratches, abrasions, cracks, cuts or other damage to the structure of the fabric or leather, as well as damage to the wooden construction elements) and whether the warranty card and the elements for self-assembly have been attached to the goods.
4. Furniture should not be moved, thrown, pulled or knocked over.
5. When moving the furniture, hold it from underneath by the rigid parts of the structure. In the case of multi-piece furniture, move each piece separately. It is forbidden to grab the furniture by loose parts, armrests, upholstery, legs and headrests and to put it on sharp edges.
6. The furniture should be placed on a level base.
7. The packaging should only be removed once the furniture has been set up in its final location, and when unpacking it, no sharp objects should be used which may damage the cover.
8. Before starting assembly, follow the enclosed instructions and remove all transport protection.
9. The folds and creases of the upholstery created during transport usually disappear a few days after unpacking, but this process can be accelerated by hand-shaping the cover and cushions.
10. It is important to ensure the right conditions in the rooms where the product is operated or stored, i.e. temperatures between +15°C and +23°C, humidity between 40% and 70%. For the furniture powered by a lithium battery, the permissible temperature is between 5 and 20 °C. The distance of the product from active heat sources should not be less than 1.5 metres. To avoid the fading process of the fabric or leather, exposure of the furniture to direct sunlight is discouraged.
11. Any questionable operation of moving parts, such as the sleeping function, relaxation function, armrests, headrests, must be reported immediately to the seller.

RULES FOR THE USE OF FURNITURE

1. The furniture should be used for its intended purpose.
2. It is important to ensure the right conditions in the rooms where the product is operated or stored, i.e. temperatures between +15°C and +23°C, humidity between 40% and 70%.
3. The furniture should be placed on a level base at least 1 m away from heat sources (heaters, fireplaces, cookers, radiators).
4. To protect the floor from possible scratches, it is a good idea to pad the furniture with felt pads to minimise the possibility of damage to the floor when the furniture is moved. Felt pads wear out over time, so be sure to replace them regularly
5. It is absolutely forbidden to:

- sit or stand on armrests, backrest edges,
 - jump on the mattress, seat, backrest or individual spring bars.
6. Jumping on the mattresses or prolonged pressure points (e.g. frequent sitting on the edge of the bed) can damage the springs or deform the foam inserts.
 7. When unfolding the furniture, extend and retract the moving parts evenly by holding the centre of the piece.
 8. It is forbidden to unfold and fold the sleeping function by oneself, to open bedding containers, bed frames and to activate the seat extension by children.
 9. All the upholstered furniture is lounge in nature and the features used are designed for occasional sleeping.
 10. The permitted tolerance in the dimensions of the mattresses used is +/- 1.5 cm and is due to the elasticity of the raw materials used.
 11. The furniture should not be used with a load of more than 120 kg per seat and 40 kg per backrest.
 12. Do not place excessive amounts of bedding in the boxes designed for this purpose to prevent them from expanding and collapsing. Bedding should be evenly distributed and the weight should not exceed **6 kg**.
 13. Differences in hardness and resilience between the individual furniture components are a natural effect, resulting from the different design solutions in the functional and non-functional modules.
 14. Furniture made from different types of upholstery material (fabric, coated fabric, natural leather) can have a slightly different resting comfort and appearance. This is related to the thickness, structure and elasticity of the material used.
 15. Changes in the use of a piece of furniture that occur over time and in use, such as the fuzzing and stretching of the fabric, the wearing away of the leather at the seams and in the most intensively used areas, changes in the softness, springiness and deformation of cushions, backrests and seats are natural and cannot be eliminated.
 16. All foam elements can change their colour when exposed to light. This is a natural process that does not affect the use values of the entire product and does not reduce its value.
 17. The outer edges of the upholstery should be protected against mechanical abrasion.
 18. The upholstered furniture should be used interchangeably over the entire seating area to avoid differences in the appearance of the entire set. This prevents uneven wear and tear on the furniture, as well as the formation of wrinkles in the covers and the effect of different shades on the surface of the fabric.
 19. When in use, protect the furniture from excessive UV light, intensive cleaning or use, this can cause discolouration to appear, which is a natural process of pigment loss.
 20. The folds and creases in the upholstery created during use usually disappear after several minutes, but this process can be accelerated by shaping the cushions by hand.
 21. The natural effects of furniture use are creases and undulations of the covers.
 22. Wrinkles and corrugations resulting from the use of so-called loose-fitting upholstery fabric (e.g. mattresses, sofa seats, cushion furniture and furniture with split or glued seams of upholstery parts) can be spread and shaped by hand.
 23. The furniture made of natural leather should be subjected to special protection and successive preservation treatments (with preparations designed for this purpose) twice a year.

24. Avoid direct contact of leather upholstery with solvents, alcohol, vegetable and animal fats, human body sweat and any unauthorised chemicals, as they may damage or destroy the leather.
25. The upholstered furniture produced in leather may additionally have cuts, which the furniture produced in fabric does not have as standard.
26. When upholstering a piece of the furniture with patterned fabric, so-called "pattern mismatch" is allowed.
27. When the sleeping function is activated, there may be a slight difference in height between the seat and the pull-out, small gaps or shifts in the line of the backrest and seat. This effect is due to technological reasons.
28. When using the furniture, natural noises may occur due to the metalwork mechanisms used, e.g. creaking
29. A slight horizontal deviation may occur in moving furniture elements such as the pull-out function, armrests or headrests. This means that individual pieces of furniture occurring next to each other may differ slightly. This is due to the technology of the respective fitting type and is not regarded as a product defect.
30. The furniture that has an electric seat extension function should be used in accordance with the instructions and only activated after checking that there are no obstacles to the movement of the mechanism.
31. Do not sit on the edge of the maximally extended seat as this may risk damaging the mechanism.
32. It is forbidden to put hands or objects between moving parts and behind the seat, To touch the appliance, cables, power supply and other electronic components of the mechanism with wet hands.
33. Protect the power cable from mechanical damage, dust, heat sources (heater, fireplace, etc.), flammable materials and water. Unplug the power cord if the unit is not used for a long period of time.
34. None of the available upholstery materials (fabric, coated fabric, natural leather) will resist the possible damage that animals can cause. For this reason, when choosing an upholstery fabric, particular attention should be paid to its durability parameters and the intended use.

RULES FOR THE USE OF MATTRESSES

1. The mattresses should be used for their intended purpose.
2. Due to their high weight and elasticity, latex and pocket-spring mattresses should only be transported horizontally.
3. After unpacking the mattress from the foil, check it carefully.
4. Ensure proper conditions in the rooms where the mattress is used. The product retains its properties at a temperature of 15 °C to 30 °C and a humidity level of 40 to 70 %. The distance of the product from active heat sources should not be less than 1.5 m.
5. The mattress should not lie directly on the floor, or any other hard and solid surface, due to the lack of ventilation.
6. The mattress should be placed on a properly selected wooden frame, chosen for the customer's weight at the purchase stage, according to the manufacturer's recommendations.
7. Frame selection:

- Pocket and multipocket mattresses, latex and thermoelastic foam mattresses - frames with sprung slats, the distance between which is no more than 4 cm.
 - Other mattresses - frames with sprung slats , between which the distance is no more than 8 cm.
 - Bonell and coir mattresses cannot be combined with frames with adjustable head and foot elements.
8. A mattress protector is recommended between the mattress and the frame to protect the mattress from the direct impact of the slats.
 9. The permitted tolerance in the dimensions of the mattresses used is +/- 1.5 cm and is due to the elasticity of the raw materials used.
 10. The mattress should be placed on a frame of appropriate dimensions. Only the bed and frame matched to the size of the mattress will not interfere with its proper use.
 11. The mattress insert, at the beginning of its use, adapts to the silhouette of the person using it, so there may be a slight hollow in the hip area. This does not affect the properties of the mattress. The permissible variation in the hollow is up to 20 mm.
 12. For better hygiene and to keep the mattress cleaner for longer, a mattress protector or mattress topper (top) is recommended, which not only shields the mattress from possible dirt, but also increases the feeling of comfort when sleeping.
 13. Mattresses can be characterised by a specific smell of the components used in their manufacture, particularly intense in the initial period of use, which does not constitute that it is harmful to health. Frequent airing of the mattress is recommended at the beginning of use.
 14. Do not jump on the mattress or allow prolonged pressure points, e.g. frequent sitting on the edge of the mattress, which can lead to permanent damage to the springs and/or deformation of the foam inserts.
 15. The mattress should be turned horizontally and vertically every 3 months.
 16. The washable covers (marked with an appropriate label) have divider zips sewn around the mattress. They should be washed according to the recommendations on the label. The cover may shrink up to 5% from its nominal size after washing.
 17. For covers designed to be washed for hygiene and comfort, it is recommended that this is repeated every 6 months.
 18. To get rid of dust mites and dust, vacuuming the mattress with a soft upholstery brush is recommended.
 19. The mattress soaked in moisture should not be dried in the sun.
 20. The mattress should not be washed or cleaned wet with steam or chemicals.
 21. All foam mattress components can change colour when exposed to light. This is a natural process that does not affect the functional values of the entire product and does not reduce its quality.

RULES FOR THE USE OF NATURAL WOOD FURNITURE AND ACCESSORIES FROM THE WERNATURE COLLECTION

1. Wooden furniture and all accessories should be used for their intended purpose.
2. The wooden decorative elements were made from natural and environmentally clean materials. The different unique texture and varied colour within a single trunk is due to the natural expansion of the tree in girth and height.

3. Occurring knots and differences in grain are evidence of natural origin and do not affect the value of the furniture.
4. Visible losses are filled in with a specialised masking preparation, which may differ in colour from the natural colouring of the wood.
5. Selected elements use lacobel safety glass, created using special float technology.
6. The wooden surface of furniture is delicate and should not be subjected to improper use such as scratching or scraping.
7. Do not place hot or sharp items (which could damage the surface of the furniture) on wooden furniture.
8. All elements of wooden furniture can change their colour when exposed to light. This is a natural process that does not affect the functional values of the entire product and does not reduce its quality.
9. Variations in grain and shade on wooden elements do not constitute a quality defect.

CHARACTERISTICS AND PROPERTIES OF UPHOLSTERY FABRICS

1. Each fabric has individual characteristics, specific to its type, which may become apparent during the daily use of the furniture and do not indicate a quality defect:
 - **Shading** - a visual effect consisting of the impression of differences in colour between different parts of the upholstery, caused by a unidirectional arrangement of fibres. It is most evident in corner layouts where light is reflected from different angles. This effect is not a technological defect in the product, nor does it indicate poor upholstery quality. The shading is a natural property of velours, velour-like fabrics, flocked fabrics and chenille with longer pile.
 - **Fibre creases** (“seat mirror” effect) - created by the weight of the sitter, natural moisture and body temperature. This effect is similar to ironing. This is a typical phenomenon associated with the use of velours, velour-like fabrics, flocked fabrics and chenille. This effect does not indicate a reduced quality of the material.
 - **Pilling** (microfibring of fibres) - an effect occurring due to the daily use of the furniture (impossible to eliminate completely). This is the formation of small balls/knots on the surface of the fabric that are difficult to remove. The effect is usually created by covering the furniture with blankets and bedspreads, made of raw materials with distinctly long fibres.
 - **Discolouration** - clothing that is easily discoloured, e.g. denim, can irreversibly change the colour of any upholstery fabric, especially light-coloured ones, and vice versa, upholstery fabric with a particularly strong, saturated colour (red, indigo, navy blue, black), can give up part of the dye to the clothing in contact with it, especially light-coloured ones.
2. As the furniture is used, its upholstery acquires a distinctive appearance, which is the natural result of the fabric's use. It is characterised by the formation of smaller or larger folds (depending on the degree of stretch and elasticity of the fabric) in the most intensively used areas of the furniture.

CHARACTERISTICS AND PROPERTIES OF LEATHER

1. The leather has distinctive features that highlight its natural origin and do not indicate a reduced value of the raw material: characteristic smell, visible lines, folds of fat, insect

punctures, scars, loops, differences in glossiness, stretch marks, wrinkles, etc. These are features that do not affect the durability of the use, they are only a guarantee of the authenticity of the material.

2. The natural effect of using the natural leather furniture is a change in the softness of the seat and back.
3. A single piece of furniture can be made from several pieces of leather, so subtle colour shades between the different parts of the furniture are allowed.
4. During the use of the furniture with the natural leather upholstery, characteristic features may occur as a result of the natural effects of the exploitation of the raw material. Wrinkles, folds, creasing and wearing of the leather can occur in the most intensively used areas.
5. Direct contact of the upholstery leather with factors such as excessive heat or cold, unsuitable ambient humidity, salt contained in sweat and the effects of unsuitable chemicals leads to irreversible changes in the appearance and quality of the upholstery.

CHARACTERISTICS AND PROPERTIES OF WOODEN ELEMENTS

1. Variations in grain and shade on wooden elements do not constitute a quality defect.
2. In the furniture finished with an aged patina, due to the manual application and rubbing in of these materials, variations may occur in the intensity of the patina on the furniture surface as well as between individual pieces of the furniture.
3. Inadequate maintenance can lead to discolouration or damage and these defects are not the responsibility of the manufacturer.
4. Excessive cleaning pressure can result in discolouration or colour lightening.
5. For the safety and protection of the furniture, perform a test in a non-exposed area to see how the piece will react when cleaned before undertaking the essential cleaning.
6. Furniture cleaners found in the general trade must be used in accordance with their manufacturer's intended use, rules and instructions, and their use is the sole responsibility of the Buyer.

CHARACTERISTICS OF RAW MATERIALS USED IN FURNITURE MANUFACTURING

UPHOLSTERY - LEATHER

We select leather with particular attention to quality. Our leathers are processed and tanned without altering their properties, so scars, wrinkles, differences in texture and shade variation are considered characteristics of the natural product and are not subject to the warranty. Details are shown in the photos of the natural leather features.



Original properties, retaining its natural softness and delicacy. The presence of scars, differences in texture, wrinkles, lines, differences in colour tones and any other traces that nature has left on the surface of the leather are proof of absolute authenticity and value.

In the event of an upholstered piece of furniture with natural leather upholstery, additional stitching may be necessary in the seat or back area compared to the fabric upholstered version.

After all production checks have been completed, we conduct a thorough final inspection of each sofa to assess the appearance (seams, assembly, covering) and durability (fatigue test of the finished product). Our sofa is only ready for use once it has passed the final test.

DECORATIVE WOOD

The wooden elements were made from natural and environmentally clean materials. As a living organism, each tree produces a different, unique structure and varied colour within a single trunk, resulting from the natural spread of the tree in girth and height. The aforementioned relationships influence the uniqueness/diversity regarding the texture of the wooden elements used in furniture production.

The above-mentioned properties of the wood are a testimony to its natural origin and not a manufacturing defect.



CLEANING AND MAINTENANCE RULES

RULES FOR PROPER CARE OF FURNITURE FABRICS

1. Upholstered furniture and bed covers should be cleaned regularly as recommended. Proper maintenance and care will maintain the qualities for a long time.
2. Before cleaning, test how the surface to be cleaned will react to the product by applying it to an invisible part of the furniture. In this manner, damage to the fabric, discolouration or other visible changes caused by an over-aggressive product can be avoided.
3. It is recommended to clean the furniture once a week, using the nozzle or attachment of a Hoover designed for furniture or manually with a soft brush. At the same time, excessive friction and vacuuming at high power levels should be avoided so as not to damage the fabric fibres. The furniture components that can be pulled off are advised to be gently shaken out, preferably in the open air.
4. The fabrics that have pile on their surface - chenille, velour - require regular brushing with a soft brush. This procedure will avoid the phenomenon of pile sagging on the surface of the fabric, especially in areas of heavy use. The pile will retain its resilience and the fabric will retain its delicate character.
5. If oily and wet stains appear, use tissue paper followed by a clean, damp and soft cloth so that the stain is quickly absorbed. Otherwise, the dirt can penetrate deep into the fabric fibres, making it impossible to clean effectively. Only then can the stain be removed using lukewarm water and a neutral detergent designed for hand washing. The dirty surface should be cleaned with gentle circular movements from the outside to the inside, avoiding vigorous rubbing of the wet pile. After removing the stain, the fabric should be left to dry at room temperature. If necessary, repeat the operation, widening the cleaned area around the stained area to reduce the centre's circular effect.

6. Do not use an iron to speed up the drying of the wet part of the upholstery.
7. If coffee or tea is spilled on the surface of the fabric, the stain should be immediately blotted up with an absorbent cotton cloth and solid dirt, i.e. coffee grounds, should be removed. Then follow the instructions in point 5.
8. Dry dirt (mud, ash, dust, cosmetics, etc.) should be vacuumed from the fabric before the substance penetrates the fabric. For residues, shake off the dirt and wipe gently with a damp cloth.
9. In the event of heavy staining, it is advisable to have the service carried out by a company specialising in upholstery cleaning.

RULES FOR PROPER CARE OF NATURAL LEATHER

The use of leather to make the furniture has a very long tradition. Leather is the oldest natural upholstery material and so far has not found a better substitute. Its exceptional performance qualities and unique character make it the most durable and desirable upholstery material.

1. The furniture made of natural leather should be subjected to special protection and successive preservation treatments (with preparations designed for this purpose) twice a year. With proper care, leather-covered furniture will maintain its aesthetic qualities for a long time.
2. Every piece of leather is different and unique. When deciding to buy a leather product, we accept the character given to it by: scars, wrinkles, stretch marks, lines, scratches, pricks, as well as differences in texture and shade. The characteristics listed are a confirmation of the authenticity and natural origin of the leather and should therefore not be regarded as defects.
3. The leather is a kind of humidity regulator in the room thanks to its ability to “breathe”, i.e. to absorb and then give up up to 25% of its weight. It takes on an ambient temperature - in a room of 20°C it may appear cool, but it warms up locally when it comes into contact with the body.
4. The leather, despite its exceptional elasticity and tensile and tear strength, needs to be protected from damaging factors such as excessive ambient temperature and dryness (sunlight, radiators), sweat, hair grease, dust, household chemicals and over-drying.
5. Over time, the leather can become worn down during use – which is normal when in use, thus highlighting the worn surface (patina shade).
6. Before cleaning a piece of furniture, test how the surface to be cleaned reacts to the chemical by applying it to an invisible, small part of the furniture. In this manner, we avoid damage to the fabric, discolouration or other visible deformations caused by an overly aggressive treatment.
7. An undoubted advantage of the furniture in natural leather is that it is easy to clean. In most cases, it is sufficient to wipe its surface with a damp cloth, without using any chemicals.
8. It is recommended to maintain and clean the leather every 4-6 months, depending on its type and the degree of wear. It is advisable to undertake the first maintenance treatment immediately after purchase. This facilitates subsequent cleaning and can prevent hard-to-remove stains.
9. When preserving the leather, proper attention should be paid to using the correct order of application. First we use cleaning agents and then preservatives.

10. It is important to be careful not to rub the leather with excessive force or for too long when cleaning to avoid discolouring the leather.
11. Any cleaning must be completed with the application of a preservative, as cleaning usually damages the protective layer of the leather.
12. Following maintenance, the use of the furniture should be stopped for a period of 12 hours.

RULES FOR THE CARE OF DECORATIVE WOOD

1. The surface of the furniture is delicate and should not be subjected to improper use such as scratching or scraping.
2. Do not place hot or sharp items (which could damage the surface of the furniture) on the wooden elements.
3. Also, inadequate maintenance can lead to discolouration or damage and these defects are not the responsibility of the manufacturer.
4. Excessive cleaning pressure can result in discolouration or colour lightening.
5. For the safety and protection of the furniture, perform a test in a non-exposed area to see how the piece will react when cleaned before undertaking the essential cleaning.
6. Furniture cleaners found in the general trade must be used in accordance with their manufacturer's intended use, rules and instructions, and their use is the sole responsibility of the Buyer.
7. The elements should be cleaned systematically to prevent dust/dirt from accumulating and lingering on the furniture for an extended period of time.
8. Chemicals should NOT be used for the care of wood, natural fibreboard and laminated board components, as they can damage their surfaces.
9. Varnished and gloss-finished parts should be cleaned with a soft and dry or slightly damp cloth; the surface thus cleaned should be dried immediately.
10. Do not use abrasives, hard sponges, solvents or chemicals for cleaning. Their use may cause damage to the furniture. We caution against the use of chemical furniture preservatives, as these can have a negative effect on the appearance of the varnish coating.

RULES FOR THE CARE OF FURNITURE ACCESSORIES

1. The surface of the furniture is delicate and should not be subjected to improper use such as scratching or scraping.
2. Also inadequate maintenance can lead to discolouration or damage and these defects are not the responsibility of the manufacturer.
3. Excessive cleaning pressure can result in discolouration or colour lightening.
4. No hot or sharp items (which could damage the surface of the furniture) may be placed on veneered or lacquered elements.
5. For the safety and protection of the furniture, perform a test in a non-exposed area to see how the piece will react when cleaned before undertaking the essential cleaning.
6. Furniture cleaners found in the general trade must be used in accordance with their manufacturer's intended use, rules and instructions, and their use is the sole responsibility of the Buyer.

7. For cleaning chrome and plastic parts, generally available, non-scratching cleaners designed for the type of finish can be used.
8. Glass worktops should be cleaned with care products designed for glass and then polished with a dry, soft and clean cloth.
9. Natural materials – veneer, as well as wood-based materials - double-sided melamine-coated chipboard, raw lacquered fibreboard and lacquered MDF – are used for furniture. Such surfaces should be cleaned with a soft and dry or damp cloth and then wiped dry.
10. Varnished and glossy finished surfaces should only be cleaned with a dry, soft cloth.

WARRANTY RULES

WARRANTY CONDITIONS

1. The expressions used in the warranty card mean:
Guarantor - Fabryka Mebli "Wer-Sal" Kaczorowscy spółka jawna with its registered office: Jankowy 1a, 63-604 Baranów, Tax Identification Number 6191953486.
Product - any finished product of the WERSAL brand.
Seller - the trader selling the Guarantor's Products.
Buyer - a natural person purchasing the Product for a non-business purpose.
2. The Warranty Card defines the rights of the Buyer and the obligations of the Guarantor under the warranty for physical defects in the furniture manufactured by the Guarantor.
3. The Guarantor assures the Purchaser of the good quality and proper functioning of the products manufactured by the Guarantor, provided that the products are used correctly, in accordance with their intended use and in compliance with the principles of correct maintenance and use.
4. The warranty covers furniture manufactured by the Guarantor, purchased and used: either in the territory of the Republic of Poland or in the country of the place of sale - by the Buyer for purposes unrelated to their commercial or professional activity.
5. The warranty does not cover furniture purchased by the Buyer as being incomplete, from a display, damaged, etc. This fact must be stated by the Seller on the sales document and on the furniture release document. The Warranty Card is not issued.
6. The Guarantor's liability is limited in time to the warranty period.
7. The warranty period is 24 months (calculated from the date of delivery of the furniture to the Buyer), but no longer than 27 months from the date of delivery of the furniture by the Guarantor to the Seller.
In the event of the mattresses, the Guarantor provides a warranty to the Buyer:
 - 24 months for all covers
 - 24 months for mattress toppers
 - 60 months for the pocket spring format, pocket and bonel spring format in the collections: Magic Collection, Comfort Collection (except for the comfort massage mattress) and Unique Collection.
8. The date of delivery of the furniture to the Buyer must be confirmed by the Seller on the release document. In the absence of the furniture release document with a specific date of delivery to the Buyer, the warranty period is calculated from the date of sale of the furniture to the Buyer, as specified in the document confirming its purchase.
9. In order for the complaint to be processed, the Buyer must present the Warranty Card and proof of purchase - a VAT invoice or fiscal receipt.

10. At the time of sale, in order to check the quality and conformity with the concluded sales contract, the furniture shall be inspected by the Buyer, which shall be confirmed by the Buyer in the furniture delivery or sales document.
11. This Warranty Card is valid when completed by the Seller on the day of sale of the furniture and signed by the Seller and the Buyer.
12. In the absence of the Warranty Card or proof of purchase of the furniture, the complaints will not be considered.
13. The Buyer agrees that all correspondence relating to a claim will be sent by e-mail to the e-mail address specified on the Warranty Card.
14. Apart from the cases indicated in the wording of the warranty, the Buyer shall forfeit their rights under the warranty in any case where the Guarantor is prevented from fulfilling the obligations under the warranty. Forfeiture of rights shall occur after the Buyer has been unsuccessfully requested to allow the Guarantor to perform their obligations.
15. If identical materials are not available at the time of repair, the Guarantor reserves the right to replace the materials with others of comparable quality and qualities (i.e. shade of the upholstery materials, texture of the leather, etc.).
16. In the event of structural changes, repair in accordance with the new technology is permitted.
17. The Guarantor reserves the right to use other materials during repair and to make structural changes due to technical improvements to the products.
18. If the upholstery material is discontinued, the Guarantor has the right, after agreement with the customer, to replace the raw material with another of comparable quality and price.
19. The Buyer is entitled to an exchange of defect-free goods if:
 - During the warranty period, three repairs will be performed and the product continues to show defects that make it unsuitable for its intended use.
 - The Guarantor's service will state in the protocol that it is not possible to rectify the defect.
20. The Buyer agrees to the use of their personal data for the purposes necessary to exercise their rights under the warranty.
21. The warranty does not exclude, limit or suspend the Buyer's rights under the warranty regulations for defects in furniture. And also the Act on Special Terms of Consumer Sales and the Amendment of the Civil Code of 27 July 2002 (Journal of Laws 2002, no. 141, item 1176).

NOTIFICATION AND VERIFICATION OF COMPLAINTS

1. If a defect in a piece of furniture is found during the warranty period, the Buyer is obliged to immediately, but no later than within 14 days of finding the defect, notify the Seller or the Guarantor directly, in the form of an appropriate written complaint, including: the Buyer's name, a copy of the contract, the warranty card, the Vat invoice or receipt, the date of purchase, a detailed description of the defect and the Buyer's demands.
2. The complaint should be reported to the Seller, with the processing time counted from the date the complaint is reported to the Guarantor. The Seller is obliged to hand over the complaint notification to the Guarantor within 3 days of its receipt.

3. The complaint must contain a detailed description of the defect in the furniture. The complaint is only valid on presentation of proof of purchase of the furniture. The purchase of the furniture must be confirmed by the Seller in the complaint.
4. In order to verify the validity of the complaint, the Buyer is obliged to allow the Guarantor to inspect the furniture at the place of use. If, due to the nature of the defect, it is not possible to inspect the furniture at the place of use, the Buyer shall, under pain of losing warranty rights, return the furniture to the Guarantor for up to 14 working days. **The Guarantor is not obliged to provide a replacement piece of furniture for the time necessary to verify the complaint.**
5. Within 21 days of receipt of the complaint, the Guarantor will inform the Buyer whether the complaint is justified or not.
6. In the event of damage to leather and coated fabric/ artificial leather covers, these will be referred for expert assessment, which will extend the processing time of the complaint.
7. In justified cases, the Guarantor reserves the right to extend the time limit for verifying the complaint with prior information to the Buyer.

ATTENTION!

In the event of an unjustified service call or if the damage is the fault of the Buyer, the Guarantor reserves the right to reimburse the costs incurred.

PROCESSING OF COMPLAINTS

1. The complaints considered valid by the Guarantor will be processed within 30 working days, after prior notification to the Buyer.
2. The Guarantor will execute the complaint by repairing the furniture free of charge or replacing it with new, defect-free furniture if the repair proves to be impossible or economically unjustified. The Guarantor decides how the complaint is to be processed.
3. In the event of the Guarantor's decision to replace the furniture with a new one, in the absence of the possibility of delivering the same, the Buyer is obliged to choose another piece of furniture from the Guarantor's offer.
4. In justified circumstances, the Guarantor reserves the right to extend the time limit for processing the complaint with prior notification to the Buyer.
5. The repair will be undertaken in the least burdensome manner for both the Buyer and the Guarantor at the place of use of the furniture or, in justified instances, at the Guarantor's service centre. The Guarantor decides on the manner in which the complaint is to be dealt with after informing the Buyer in advance.
6. The Buyer is obliged to allow the Guarantor to repair the furniture at the place of use. If, due to the nature of the defect, it is not possible to repair the furniture at the place of use, the Buyer will be obliged, under pain of losing warranty rights, to hand over the furniture to the Guarantor necessary for the repair. The Guarantor is not obliged to provide a replacement piece of furniture for the duration of the repair.
7. If the Buyer prevents the Guarantor's Representative from performing the warranty obligations on two occasions, this shall mean that the Buyer has released the Guarantor from performing the warranty obligations and has waived all warranty claims against the Guarantor.

8. In the event that liability under the warranty cannot be unequivocally established, the Guarantor may offer the Buyer a repair against payment on preferential terms.
9. Upon completion of the warranty complaint by the Guarantor, the parties are obliged to draw up a protocol stating that the complaint has been properly executed. The warranty period is extended by the time of the repair.

WARRANTY DISCLAIMER

The warranty does not cover:

1. Defects, damage and quantity deficiencies in components and accessories visible at the time of purchase.
2. Damage caused by improper and incompatible use, storage and maintenance of the furniture.
3. Damage caused by improper and careless transport.
4. Defects and damage resulting in a reduction in the price of the Product.
5. Mechanical damage to frames, parts of the furniture structure, upholstery fabric caused by the Buyer.
6. Damage resulting from repairs or alterations to the furniture performed by or on behalf of the Buyer without the Guarantor's consent.
7. Damage and faults caused by animals.
8. Spilling water or other liquid onto the furniture (chemical solutions, dyes, body lotions are particularly dangerous).
9. Differences +/- 3 cm in the actual dimensions of the upholstered furniture, +/- 1.5 cm for beds and mattresses compared to catalogue dimensions.
10. Differences in the shade and texture of fabrics if they come from different production batches of the fabric manufacturer and the complaint relates to the difference of individual products purchased at certain periods of time.
11. Natural differences in the shade of fabrics between the samples or furniture on display and those delivered to the customer, resulting from the colour tolerances of the materials used.
12. Natural wrinkling, fading or shrinkage of the fabrics occurring during normal use and resulting from the properties of the fabrics and the characteristics of the foam insert and its use by the Buyer.
13. The occurrence of folds and wrinkles in the upholstery material, as a desirable and intended feature most often found in semi-circular and curved parts.
14. Shading or shimmering of the fabric (variations in sheen and shade depending on the angle of incidence of the light) even within the same batch of fabric, which is a peculiar effect resulting from the natural characteristics of certain types of fabric.
15. Creasing, flattening or pressing of fabric fibres caused by pressure or touch.
16. Dyeing fabrics that give up their colour when exposed to temperature and humidity.
17. The upholstery fabric exhibits characteristics typical of upholstery fabrics that are not defects, such as shading, pilling, creasing of fibres, discolouration - described in detail in "Characteristics and properties of upholstery fabrics".
18. Differences in texture and shade, lines, localised scratches, scars, insect punctures, stretching of the face and stretch marks, which are visible on a cover made of natural leather, are signs of the natural origin of the leather.
19. The wearing of the leather at the seams and areas most intensively used.

20. Natural leather scent.
21. Folds and creases in the leather cover resulting from the design features of the furniture
22. Changes in the softness, resilience and deformation of cushions, backrests, handrails and seats that result from normal use are not due to defects in construction or defects in the materials and fabrics used.
23. Differences in the degree of hardness of the individual components of the set, resulting from their different sizes and conditioned by the design solutions used.
24. Occurrence of folds in the upholstery material as a desirable and intended feature.
25. The smell of the components used in its manufacture, especially during the first period of use.
26. Natural noises resulting from the metal construction mechanisms used in the Products, e.g. creaking.
27. Discolouration of the foams or latex, which is the result of natural processes, but does not alter the characteristics of the use of the Product.
28. Staining (including a mattress stained with body secretions) and the effects of improper cleaning attempts.
29. Uneven colouring, knots and differences in wood grain due to its natural characteristics.
30. Differences between wood colour and defect-masking filler.
31. Damage caused by fortuitous events beyond the control of the Buyer or due to wilful damage, including chemical and mechanical damage.

LOSS OF WARRANTY

Warranty rights are lost in the following instances:

1. The Buyer was aware of the non-conformity of the goods or, judging reasonably, should have been aware of it and, after the non-conformity was discovered, failed to notify the Guarantor within 2 months of the date on which the non-conformity was discovered.
2. The Buyer has damaged the furniture as a result of careless handling, moving or transporting of the product.
3. The Buyer has caused damage to the furniture as a result of use contrary to its intended use and instructions.
4. Cleaning and maintenance have been performed in a manner other than that recommended by the Guarantor.
5. The product was exposed to direct UV light.
6. The damage is found to have been caused by repairs or modifications to the Product undertaken by the Buyer without the knowledge and consent of the Guarantor.
7. Mechanical damage caused by animals or cigarette burns has occurred.