



TCS 5 Year Sofa Warranty

When you buy a TCS upholstery product you can also take comfort from the fact that it is covered by one of the most comprehensive warranties in the furniture industry.

The TCS Sofa Warranty is between TCS and the furniture retailer; it is not between TCS and the consumer. The retailer may choose to pass on these benefits to the consumer but all contractual and legal obligations are between TCS and the retailer.

YOUR TCS WARRANTY COVERS:

INTERNAL STRUCTURE

We provide a 5-year warranty, from the date of delivery to the retail supplier, against manufacturing faults and defects in the wooden frame. For the first 12 months all reasonable repairs and replacements will be made free of charge. Subsequent to that period a £50 labour charge, plus VAT, will be applied.

ELECTRICS AND RECLINERS

All the electric parts and recliners are covered for a two year period from the date of delivery to your retail supplier. This includes motors, electronic components and motorised lifting and rolling systems.

Once again, for the first 12 months all reasonable repairs and replacements will be made free of charge. Subsequent to that period a £50 labour charge, plus VAT, will be applied.

PADDING AND FOAM

We will provide a limited warranty against manufacturing defects for 12 months. Applicable to products purchased for normal domestic use.

UPHOLSTERY

All fabrics are guaranteed by a limited warranty against manufacturing defects for 12 months - this is only applicable to products purchased for normal DOMESTIC USE *. Care instructions are provided and this warranty is subject to proper care having been taken of fabrics and leather that have been cleaned according to instructions. The warranty will not apply to fabrics that have not been properly cared for or damaged as a result of accidents, soiling, fading, wrinkling or creasing. Improper cleaning or use of fabric protection will invalidate this warranty. Fabrics provided by other suppliers are not covered.



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— LOOKING AFTER YOUR PURCHASE —

Do not sit on leg rests when they are raised. Trying to force things into position will also cause damage. Decorative trims will need special care.

Be particularly careful of fringes and valances when cleaning near them with vacuum cleaners and that they don't get caught up in the heels of your shoes. Similar care should be taken where upholstery has been gathered along sewing seams. Pets can damage to your furniture.

Children should also be told to take care. Furniture should not be used as an assault course, climbing frame, a place for colouring in with crayons, or face painting... or... well you get the picture Furniture with reclining features should be cleared of all obstructions before use and after use before being returned to upright position.

Reclining features do require some give to allow the mechanism to work properly and this means that they do not always line up perfectly when returned to their normal position.

While many people have a preferred end of the sofa on which they sit, it is advisable to vary this to ensure that one part does not look more used than the other.

Our furniture comes in a wide variety of fabrics, some of which are more resilient than others. When choosing yours from your retailer's fabric swatch, please consider your lifestyle and how much use your furniture will be getting.

— LOOKING AFTER UPHOLSTERY —

Fittings on cushions, such as zips should not be removed. Take care with items of jewellery, watches, belts and high heels as they can catch on the fabric. If a yarn does become snagged, simply cut it short to prevent it running even further.

Do not sit on the arms of your furniture or recliner foot rests etc when they are extended. Arms can become particularly worn during the life of your furniture. Matching caps can be purchased to give additional protection.

Head pillows can also be exposed to wear from hair and hair products. Headset covers provide additional protection. Avoid sitting on the edges of seat cushions as this can distort the fillings and cause premature wearing. 'Pump' your cushions regularly to help them keep their shape.



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LEATHER

Great care is taken when selecting leather hides but no two are ever exactly the same. Proper leather will also have natural markings and it is not always possible to obscure these.

Leather will naturally stretch and show evidence of 'creasing'. You will notice this on cushion tops or in deep buttoned areas where pleats will open up. This is a normal feature on leather upholstery.

Direct sunlight can cause leather to fade and so leather furniture should be protected with curtains or blinds, or placed away from windows. Dust will increase wear on fabrics and can cause colours to fade. Use a soft brush and occasionally Hoover.

Never use a hard bristles or metal brushes. Use a soft duster to remove surface dust from leather furniture. A soft damp cloth should be used to clean soiling. Kits can be purchased from your retailer or directly from TCS to clean and condition leather furniture which will prolong its life.

Proprietary hide food conditions leather furniture. This is recommended for items which are kept in very dry areas, close to a radiator or fire. An annual application is usually sufficient. Spray polish, saddle soap, abrasive cleaners and other chemicalbased products will damage your fabric and should NOT be used.

Liquids can damage fabrics by causing colours to run and if the internal padding becomes damp it can cause staining and result in internal damage. Unless otherwise specified, wet cleaning is NOT recommended. Use an approved stain remover for small stains.

Furniture covered with Acrylic (Dralon and similar) velvets will naturally crease and crush during normal use. This can create the effect of random shading but this merely a charactersit of this type of material.



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SAFETY

The leg rest should be kept in the closed position whenever the chair is not in use. Check for obstructions when raising and lowering moving parts.

Be careful when adjusting furniture that your fingers do not get pinched in the moving parts. Children should not be allowed to operate the furniture themselves. Our products are for normal domestic use* The maximum safe weight limit 120kg.

Following the above instruction will help slow down the natural wear and tear that all furniture undergoes although nothing lasts for ever.

TCS Furniture's warranty will be invalidated if furniture has been damaged by failure to follow the simple maintenance instructions

Our limited warranty is in addition to the protection you are already entitled to under consumer legislation. All queries in relation to your purchase and its performance under the terms of this limited warranty should be directed to your supplier.

No part of the TCS warranty, as outlined above, may be changed or expanded upon with an individual or retailer without written permission from TCS.

We reserve the right to change, parts, models and products and to make substitution and to discontinue product lines. (* Normal domestic use means products that are only used for household purposes by the original purchaser. Items used in rental properties or for business, commercial or institutional use are not covered. Damage caused by accident or improper use is not covered).

