

## Warranty Policy for HelloMosma Living product(s)

### Sofa & Sofa Bed Collection

All warranties are to the original purchaser from authorized retailers only. Warranties are not transferable. Proof of purchase is required for all claims. Warranties are only applicable in the Country of purchase.

All warranties are limited to manufacturing and material defects that appear under normal residential use.

Warranties are for repair, replacement, or substitution only

Warranties are voided by evidence of excessive soiling, improper cleaning or treatment, abuse, or abnormal use. Warranties do not apply to products used for rental, business, institutional, or other non-residential uses.

Unfortunately, the HelloMosma Living guarantee does not apply to:

- Normal wear and tear, including pilling, fading, loss or deterioration (of the whole product or its components)
- Damage caused by improper use, cleaning, negligence, treatment, transportation, storage of the products or otherwise caused by your acts and / or omissions
- Damaged caused through any modifications, alterations, improper assembly, tampering or products used in an abnormal manner and not for the products intended purposes
- Damage caused by exposing the products to the sun, extreme heat or cold, or chemicals / agents that are known to damage the finish of the product
- Body impressions on mattresses, sofas and chairs where the indentation is less than 32mm
- Damages caused by Act of God
- Defects in products that are sold "As Is" which were brought to your attention on purchase
- Products used for commercial purposes
- Instances where the customer uses the product in an abnormal manner (for example, if the product is abused, misused, dropped, crushed, impacted with any hard surface), exposed to extreme heat (including fire) or cold, UV and sunlight damage, water, humidity, mould or chemical damage, or not well maintained.
- Instances when the Product has been used in commercial environments or in a manner or for a purpose which is greater than, or expectational to normal domestic residential use

HelloMosma Living Sofa Collection Offers different warranty police applies to domestic and covers defects in materials, workmanship and function on all main parts

### Frame - 2 Year Warranty

The internal frame construction of HelloMosma Sofa is covered against manufacturing and material defects for **two (2) years\***. This is provided that the defect is not a result of normal wear and tear, or a natural characteristic of the material used.

### Leather - 2 Year Warranty

The leather upholstery of HelloMosma sofas is covered against splitting and tearing due to manufacturing and material defects for a period of **two (2) years\***. This is provided that the defect is not a result of normal wear and tear, or a natural characteristic of the material used.

### Fabric - 1 Year Warranty

The fabric upholstery of HelloMosma sofas is covered against manufacturing and material defects for a period of **one (1) years\***. \* . This is provided that the defect is not a result of normal wear and tear, or a natural characteristic of the material used.

### Seating Foam - 1 Year Warranty

All foam used in the seat cushions of HelloMosma sofas is covered against material or manufacturing defects for a period of **one (1) years\***. Softening of foam should be expected as a result of normal use and is not to be confused with loss of resilience.

### Component - 1 Year Warranty

Suspension system, stitching, sofa base dust cover, mattresses and mechanisms (recliner and sofabed) of HelloMosma sofas are covered against defects for a period of **one (1) years**.

### Slings/Cushions- 1 Year Warranty

Polyester and Textilene fabrics are covered with a **one (1) years**. Over time these fabrics may fade or stretch and cushions may flatten, which is not covered by warranty.

The HelloMosma Living Warranty Program excludes claims for:

- Products used in commercial, rental, trade, institutional or other non-residential use.
- The normal and expected settling of seating foam and soft filling such as polyester fibre and leather.
- The natural and expected stretching of leather and fabric covers through normal use.
- Leather grain variation, colour variation, wrinkling, markings, and scars resulting from the natural features of the hide.
- Damage or degradation of leather or fabric coverings not properly maintained; that is, the regular removal of dust and dirt by appropriate means and the application of endorsed cleaning and leather nourishing products as instructed at time of sale.
- Damage to leather or fabric coverings due to the application of chemicals, cleaners or conditioners not endorsed by Plush.
- Discolouration of leather or fabric coverings resulting from exposure to sunlight, extreme heat, prolonged UV exposure or similar conditions.
- Damage to leather or fabric coverings caused by the failure to remove, transferred perspiration, body oils or the corrosive ingredients contained in personal care products such as hair gels and skin creams following recommended cleaning advice.
- Surface scratches, dents, chips, marks, accidental breakages, normal wear and tear or damage resulting from misuse or abuse.
- Damage incurred during handling and transportation of the product by the customer or their contractor.
- Damages resulting from dye transfer from rugs, cushions, jeans and other clothing.
- Furniture repaired by contractors not endorsed by Plush.
- The cost of transportation from the purchaser to Plush or its agents, if claim is not covered by the standard warranty conditions.
- Failure to maintain all seating and cushion fill as advised resulting in compacted fill.
- Natural settlement of foam due to normal wear and tear.
- Fabric pilling.
- Frame, seam & cushion alignment that is within hand- crafted tolerance of 15mm for fixed seats and 20mm for motion seats.

HELLO MOSMA

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