



Warranty Policy & Product Care

Warranty Policy

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THANK YOU FOR PURCHASING FROM ENZOL FURNITURE

Each furniture carries different warranty policies and periods. Please read carefully before submitting claims as charges for non-warranty claims may apply.

WARRANTY TERMS AND CONDITIONS

This warranty card must be authorized by both buyer and seller by signature on the final page to be effective. Any claim on warranty only apply to the original purchaser.

The warranty policy to be effective from the day of delivery of respective product purchased.

Enzolivea Management reserves the rights and discretion on the Terms and Conditions of the warranty without prior notice.

This warranty is only valid where both purchasing receipt and warranty certificate are presented upon claiming procedure.

SOFA WARRANTY

10 YEARS	FRAME All frames (material to hold the structure of sofas) are covered under warranty period of 10 years. Meanwhile excluding coverage of accidental damage from ie. moving, misusage.
3 YEARS	FILLINGS & STITCHING Any saggings and torn stitching on the cushion foam of the seat, back, pillow top, armrest, headrest foams. Loss of resilience in cushions is normal part of these designs and will not be covered under Enzol Warranty Policy.
1 YEAR	MECHANISMS & ACCESSORIES Any faulty in functioning of respective mechanism or accessory, excluding batteries, transformers and handle of manual recliner sofa.
1 YEAR	LEATHER AND FABRIC UPHOLSTERY Upholstery of sofa, including genuine leather, fabric may comes with natural charaterisrics such as grain difference, these shall be excepted.

BED FRAME WARRANTY

5 YEARS	FRAME All frames (material to hold the structure of bed frames) are covered under warranty period of 5 years. Meanwhile excluding coverage of accidental damage from ie. moving, misusage.
3 YEARS	FILLINGS & STITCHING Any saggings and torn stitching on the cushion foam of the back, pillow top, headrest foams. Loss of resilience in cushions is normal part of these designs and will not be covered under Enzol Warranty Policy.
1 YEAR	MECHANISMS & ACCESSORIES Any faulty in functioning of respective mechanism or accessory, excluding batteries, transformers and handle of manual recliner sofa.
1 YEAR	LEATHER AND FABRIC UPHOLSTERY Upholstery of bed frames, including genuine leather, fabric may comes with natural charaterisrics such as grain difference, these shall be exected.

OTHER PRODUCTS WARRANTY

5 YEARS	MARBLE & STONES Any natural characteristics such as random natural grains, color saturations shall be excepted under Enzol Warranty Policy. Any cracks caused by misusage will not be covered un Enzol Warranty Policy.
1 YEAR	GLASS Glass top of respective products will be protected under Enzol Warranty Policy from defects such as cracking, misusage shall be excepted.
1 YEAR	WOOD Any natural characteristics such as wooden grains, color variations shall be excepted.
1 YEAR	METAL Bending, broken parts will be repaired or replaced except misusage of products.

WARRANTY DOES NOT COVER

This warranty covers all Enzol's Furniture that carry our warranty tag.

This warranty applies only the original purchase and is only valid within Malaysia.

This warranty applies only the original purchaser and only extended to the original delivery address.

This warranty applies only to model purchased from Enzol and is only applicable when product(s) are used in private homes. This does not cover contract, commercial, institutional, rental trade or any other non-residential usage.

This warranty card must be presented alongside with your Enzol product(s) for all claims under warranty, failing to do so, normal charges will be imposed.

This warranty assumes no responsibility for fabric/ Leather that is replaced as dye lots vary.

This warranty does not cover repair or replacement if it has been repaired by any other party without our prior consent.

Stopping any further usage is required to reduce further damages on part required to repair.

Customer(s) are advised to give careful consideration to design, colour, size and all other relevant factors relating to the exercise of choice by the customer as there is no right of exchange.

Transportation costs for any warranty claims are not covered under Enzol Warranty Policy. Transportation charges (subject to on-time market price) and from the designated services center and the Materials used for re-upholstering will be borne by the Purchaser.

This warranty does not cover repair or replacement of parts damaged by misuse, scratches or wear and tear.

WARRANTY DOES NOT COVER

This warranty does not cover tears, flattening of nap, pilling, fading, or shrinking and is not valid when heavy soiling or abuse is evidenced.

This warranty does not cover protective finishes, velvets, velvet types, and orlon, since by their very nature, these fabrics are soft texture and will crush, shade and mark more readily than most fabrics; these characteristics are in no way to be considered a defect.

This limited warranty does not apply to products that have been stored, assembled or installed incorrectly, used inappropriately, abused, misused, altered, or cleaned using the wrong cleaning methods or cleaning products.

This warranty does not cover if the product is tempered with, or if it has been repaired by any other party without prior consent; and damage caused by improper foundation.

This warranty is null and void if the sofa foundation to be inadequately supported or if the sofa has been burnt, soiled, or otherwise damaged, whether intentionally or otherwise, after delivery has been taken by customer agent.

All seat cushion will be softened by regular usage and will conform to the shape of the user. This shall be considered normal wear, and shall not be considered a loss of resiliency or a material manufacturing defect.

It is not recommended that armrests and tops of breakrests are used for seating. These structures are designed for their intended purpose only and may not sustain excessive weight, abuse of your suite may invalidate your warranty.

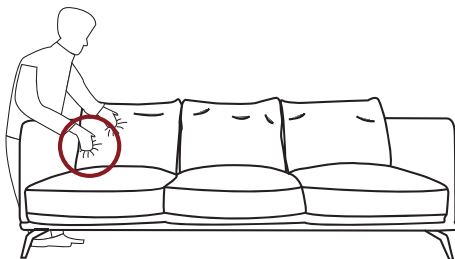
Product Care Guide

NEWLY ARRIVED SOFA GUIDE



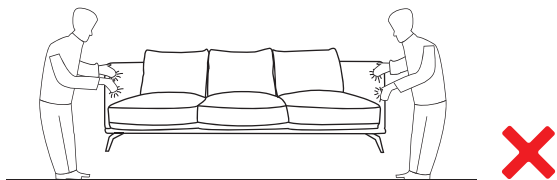
Your couch is wrapped meticulously to prevent any damage. This may have influenced the character of your couch with, but it will regain its original character by the following instruction below. Modeling the back and arm cushions with both hands as seen in the image; the fillings inside will thus set again. Enjoy your purchase!

INSTRUCTION

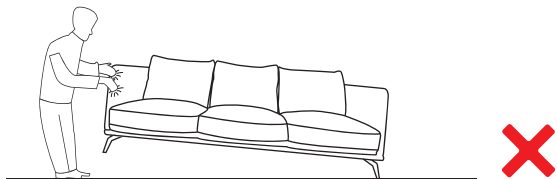


1. Adjust the back cushions with both hands, starting from the bottom and moving up to the top (referring to the picture above). Now, gently pushes the filling back to the top corner.
2. If the model has arm pads, do the same by evenly pushes the fillings from the centre towards the borders.

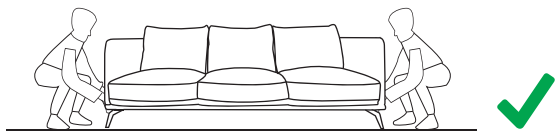
MOVING THE SOFA



Do not grip the fragile spot such as armrests as they can be ripped with rough handling.



Do not grip the fragile spot such as armrests and proceed with moving the sofa single-handedly, it may damage the core of the sofa.



Lift the sofa from the base/bottom with at least 2 people to ensure even force.

SOFA CARE GUIDE

In order to ensure the process of warranty claiming is smooth, please ensure to avoid circumstances as below to avoid invalid warranty claims.



AVOID HEAT & DIRECT SUNLIGHT

Preventing direct extreme heat transfer, such as ironing, sunlight keep fabric and leather upholstery in good condition



AVOID DIRECT PERSPIRATION (SWEATS)

Prevent using the sofa naked, wearing clothes to avoid direct contact between sweat and upholstery for longer lifespan.



AVOID PET NAILS & SHARP OBJECTS

Preventing pets or sharp objects helps to avoid upholstery of products ripping off.



AVOID COLOR DYE

Preventing color dye items such as jeans/denim products, painting etc.



AVOID SITTING ON ARMREST/EDGES OF SOFA

Prevent sitting on the edges of sofa as they are not designed to be seated on, the structure quality may be affected.



AVOID JUMPING ON THE SOFA

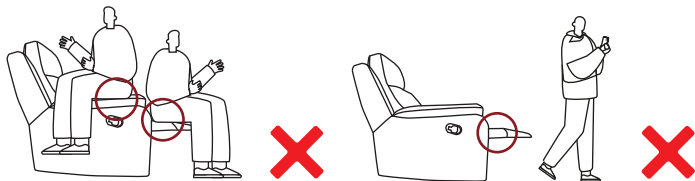
Prevent jumping on the sofa as vigorous action may cause the sagging of the seat cushion.



AVOID INDUSTRIAL CHEMICAL

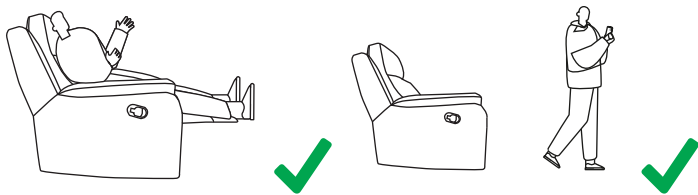
Extreme chemical may damage the upholstery of sofa, making it peeling off (leather) and may cause color fading.

RECLINER MAINTENANCE GUIDE



Avoid sitting on the footrest when the recliner is opened, and the armrest to prevent damages to mechanism and user.

Do not get up from the recliner without closing it to prevent damage on both user and recliner.

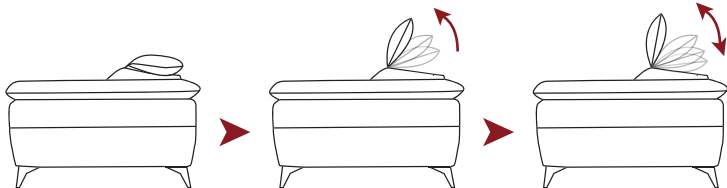


Sitting on the seat only is the only correct way to sit on a recliner sofa.

Ensure the recliner is always closed when it is not in use.

Do switch off the power for electric power motion recliner (if any) when it is not in use.

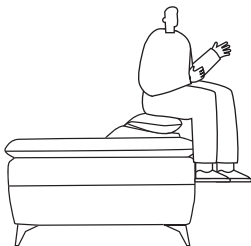
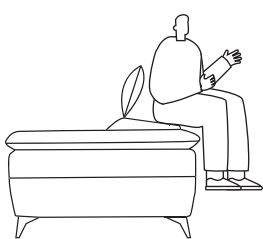
HEADREST & ARMREST MECHANISM GUIDE



1. Original Position.

2. Adjusting degree of support by lifting up with both hands.

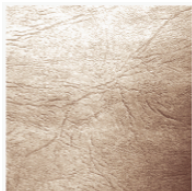
3. Lift completely to the front and put it back to original position to reset.



Do not sit on the edges, or on the headrest or armrest to avoid damaging the structure of mechanism and sofa.

NATURAL ART OF GENUINE LEATHER

Imported Italian Genuine Leather bears its own natural marks that was acquired throughout animals' lifetime.



Wrinkles



Low Grain



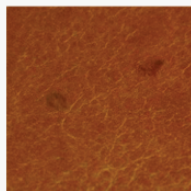
High Grain



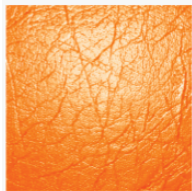
Open Scar



Grain Difference



Insect Bites



Closed Scar



Veins



Stretch Marks

ACKNOWLEDGEMENT

Name: _____

Phone: _____

Date: _____

Sales Order NO: _____

I have understood and accepted the detailed above as the General Terms, Enzol Warranty Policy, Sofa Arrangement plan and acknowledge to activate Enzol Warranty Policy.

Client's Signature

Sales Consultant Signature

25, Lor Sungai Puloh 10/KU6,
Lorong Sungai Puloh,
Kawasan Perindustrian, 42100
Klang, Selangor

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