



Terms and conditions of service

LLS-001 / 1-3-2012

Leatherlook No Risk seating furniture & box springs

P.S. The website referred to in the terms and conditions below is www.eurofurniture-service.eu.

You are only eligible for the maximum 3-year stain removal service if:

- You are in possession of your registration code(s) and ID code(s).
- You have registered your new furniture on the website within 10 days of delivery.
- You treat the "leatherlook" furniture with the care and treatment product provided, in accordance with the instructions, and undertake to repeat this treatment every six months throughout the term of service.
- The service will only come into effect if the owner notifies us via the website of stains and/or damage covered under the service warranty within 3 days of their occurrence.
- The service is only valid in the Netherlands, Belgium and Luxembourg (Benelux).
For customers based in Germany or northern France, the service is only available if you are no more than 50 km from the Benelux border!

The service is offered for a maximum period of 3 years, and commences immediately on delivery of your (new, clean and undamaged) furniture. Please keep the receipt of purchase of your furniture for the duration of the service period. If you are unable to provide the receipt on request, your service entitlement will lapse!

This 3-year service only applies to "leatherlook", skai or imitation leather (on fixed upholstered parts).

Included in this service are:

- Water-based stains (incl. fruit juice, coffee, alcoholic drinks...).
- Oil-based stains (e.g. butter, salad dressing, mayonnaise, sauces.....).
- Grease-based stains.
- *Craquelé* effect in leather look that cannot be attributed to lack of maintenance, or poor maintenance.
- Stains caused by cosmetics, shampoos.
- Rub-off from clothing (e.g. blue denim rub-off).
- Stains caused by perspiration and hair oils.
- Stains resulting from medications.
- Ballpoint ink marks.
- Tears.
- Burn holes caused by cigars and/or cigarettes.
- Stains caused by secretions and excretions from humans and animals.
- All other liquids and agents not containing dyes or colourings (with the exception of washable inks and ballpoint), acids or solvents.
- Bite marks left by pets*.

Important! If you are unable to remove a stain or repair the damage yourself, the service department will arrange for a professional cleaner/repairman to visit your home in person to clean or repair the item (subject to the terms and conditions of service). If this is not possible, the stained/damaged items will be replaced free of charge. For difficult colours or severe colour variations, we undertake to re-colour the furniture completely free of charge. In doing so, we shall attempt to approximate the original colour. The buyer is not entitled to claim compensation as a result of depreciation in value.

Excluded from this service are:

- Wilful damage or damage caused by sharp objects.
- Mechanical damage such as cuts in seams, damage caused by sharp objects (e.g. glass splinters, sand, metal decorative items of clothing).
- Stains caused by caustic substances such as acids, bleach, paints and varnishes, nail varnish remover, colourings, bird droppings and solvents.
- Pigment stains. This includes e.g. water-soluble felt-tip pens or markers, coloured pencils and graphite.

- Failure to maintain the item, incorrect or overdue maintenance.
- Colour run, dye run and fading
- Shrinking, pull up, wrinkling, crumpling and folding.
- "Leatherlook"/skai that has been incorrectly treated or used.
- If the item needs to be transported, the hire and installation of an exterior lift.
- Fading, discolouration, bleaching out, yellowing and/or deterioration in quality of leather look/skai.
- Stains and/or damage in fabric, wood, leather, metal or plastic parts of the furniture.
- Dirt.
- Stains and/or damage on delivery**.
- Stains or dirt intentionally caused.
- The service does not apply to hired furniture/box springs or furniture/box springs used for project or commercial purposes. Deterioration of "leatherlook" and dirt accumulated over time are not covered by the service warranty.

* Bite marks left by pets can only be claimed once.

If any subsequent damage is caused by pets, we will provide a cleaning service at a reduced rate.

** In these cases, please contact your supplier.