

warranty information

Frames Used In Upholstery

5 Year limited Warranty

A five year warranty applies to all frames: naughtone warrants to the Customer that these components shall be free from material manufacturing defects for five years from the date of purchase.

Leather

5 Year limited Warranty

naughtone warrants to the Customer that, for a period of five years from the date of purchase, all leather used in its Products shall be free from material defects in materials and workmanship. However, leather is a natural product, and, as such, each hide will reflect its own individuality. Some variations of shade and tone are to be expected as are the nicks, scratches, and wrinkles that only occur in genuine leather.

These characteristics shall not be deemed to be, or to indicate, defects in the materials or workmanship.

Finishes and all Other Furniture Products

5 Year limited Warranty

naughtone warrants to the Customer that, for a period of five years from the date of purchase, all leather used in its Products shall be free from material defects in materials and workmanship. However, leather is a natural product, and, as such, each hide will reflect its own individuality. Some variations of shade and tone are to be expected as are the nicks, scratches, and wrinkles that only occur in genuine leather. These characteristics shall not be deemed to be, or to indicate, defects in the materials or workmanship.

Limitations and Exceptions Remedy

Under these Limited Warranties, the sole liability of naughtone is limited to repair, or at its option, replacement. naughtone ltd. will pay, within five years from the date of purchase, reasonable and customary labour rates to repair or replace the defective parts and shipping costs from the client to and from naughtone ltd, at no charge to the original client. After five years from the date of purchase, the client will be responsible for labour, packing, and all shipping and transportation costs.

All Products

These Limited Warranties provide coverage to the client purchaser and apply to rented, business, commercial, institutional, or other non-residential uses. These Limited Warranties do not apply to (i) merchandise that was, at any time, used as a floor sample or display model, (ii) any merchandise purchased “as is” or second-hand, (iii) any merchandise purchased at a distress sale or a going out-of business sale, or (iv) any merchandise purchased from a liquidator. All warranties, whether express or implied, cover only normal commercial usage. No warranty, express or implied, applies to any condition resulting from misuse, abuse, delivery or transportation damage, nor any condition resulting from incorrect or inadequate maintenance, cleaning or care. Warranty is null and void if furniture has been moved from original point of delivery to consumer.

Chemical Treatments

These Limited Warranties do not cover damages or defects caused by use of chemical treatments or protective coatings on the finish, leather, or upholstered fabric by the client, and any such chemical treatments or protective coatings voids all warranties of naughtone ltd.

Leather, Upholstered Fabric and Finishes

The Limited Warranties on “Leather”, “Upholstered Fabric” and “Finishes and all Other Furniture Products” do not cover (i) damages resulting from excessive soiling, improper or unapproved cleaning methods, (ii) fading or other damages resulting from exposure to sunlight, (iii) damages resulting from humidity, or (iv) damages resulting from any liquid, including but not limited to alcohol and water.

CAUTION: Any use of improper or unapproved cleaning methods voids all warranties of naughtone ltd.

Modifications to Products

These Limited Warranties do not apply to any products that have been altered by any person, dealer, or company without the express written authorization of naughtone ltd.



care instructions

Regular Cleaning

Weekly light vacuuming is desirable to remove dirt and dust particles and greatly extends the life of the fabric. Under conditions of normal wear, annual or semi-annual cleaning will preserve and enhance wool/woolblend upholstery. Housekeeping schedules, however, should be site-specific and correctly adapted to the nature and degree of usage experienced. Seating in the vicinity of food counters or bars, for example, is obviously more prone to abuse and should therefore be subject to more frequent attention. Call in professional cleaning services or use only reputable brands of upholstery shampoo and follow the maker's instructions exactly, first testing the product on an inconspicuous part of the furniture. Never use soap, ammonia, bleach or other cleaners intended for use on hard surfaces.

Removing Stains

If something should be spilt or dropped on wool woolblend furnishing fabric, the golden rule for removing stains is speed.

Most spots will vanish if treated immediately and are not allowed to dry in, so keep the necessary cleaning materials all together in one convenient place.

First, mop up any excess liquid with absorbent tissue or a clean cloth and scoop up dry solids on a spoon.

Most stains can be treated with one of three cleaning liquids — dry cleaning fluid, upholstery shampoo or clean water.

Use the cleaning method shown in the chart.

Always work inwards from the edge of the stain to prevent spreading.

Do not over-wet the fabric but use small amounts of cleaning liquid at a time and blot between applications.

Liquids should never be pressed through the fabric.

Continue until the stain has disappeared.

Do not rush or panic, but work patiently and thoroughly. If the stain cannot be identified or removed, seek expert advice from a reputable dry cleaning organisation.

Caution!

Dry cleaning fluids may be toxic or flammable.

Type of Treatment

- 1 Proprietary upholstery shampoo solution
- 2 Proprietary agents for greasy stains
- 3 Clean warm water
- 4 Cold water
- 5 Absorbent paper and hot iron
- 6 Chewing gum remover (freezing agent)
- 7 Surgical alcohol
- 8 Nail polish remover (preferably acetone).
- 9 Turpentine or white spirit
- 10 Vacuum
- 11 Proprietary absorbent powders
- 12 Hydrogen peroxide diluted to 1 vol
- 13 Scrape lightly with a coin

A–Z Stains

Beer	1	Lipstick	1	2		
Beverages	1	3	Metal Polish	1	2	
Blood	1	4	Milk	1	3	
Burn / Scorch	12	13	Mustard	1		
Butter	1	2	Nail Polish	2	8	
Chewing Gum	6	Oil & Grease	1	2		
Chocolate	1	2	Paint (Emulsion)	1	4	
Colas	1	3	Paint (Oil)	1	2	9
Cooking Oils	1	2	Salads Dressing	1	2	
Cream	1	2	Shoe Polish	1	2	
Eggs	1	Soot	1	2	10	
Felt Tip Pen	1	3	7	Tar	1	9
Fruit Juice	1	3	Urine (Fresh Stain)	1		
Furniture Polish	1	2	Urine (Old Stain)	1	3	
Gravies & Sauces	1	3	Vomit	1	3	
Ink (Fountain Pen)	1	3	Wine	3	11	
Ink (Ball Point)	1	7				