



IMG WARRANTY INFORMATION

The following outlines the extended Warranty Policy for your new IMG product (s).

Please take the time to thoroughly familiarize yourself with its contents.

Please also note that all warranty periods stated (in year) below begin from the original date of purchase.

10-years warranty - frames

Steel structural frame elements are warranted against breakage for a period of ten (10) years. Wood sofa frames and steel insert frames are also warranted against breakage for a period of ten (10) years.

10-years warranty – moulded foam

Moulded cushions are warranted against collapsing for a period of ten (10) years.

Loss of foam resiliency should not be confused with softening of foam or stretched cover, which are results from normal use. Owners of upholstered furniture should also expect foam and fibre fillings to compact over time.

5-years warranty – mechanism

Recliner mechanisms including steel springs are warranted against breakage for a period of five (5) years. Please note that this does not cover any type of minor sound or noise in the mechanism or unevenness in swivel mechanisms. This is normal and the result of general use.

5-years warranty – laminated wood

Laminated Scandinavian recliner parts (for Modern Comfort, Nordic and senior chairs) are warranted against breakage for a period of five (5) years. Please note that this does not cover any form for minor sound or noise in the laminated wood or unevenness caused by temperature or moisture. This is normal for all living materials.

2-years warranty – power

Warranty period for defects of new motors and related parts are two (2) years.

Excluded from the warranty are non-material defects or deviations in the properties and condition of the product, which are negligible for the value and intended use of the equipment. Replacement of spent batteries / rechargeable batteries is also not covered by this warranty.

2-years warranty – leather and fabric

IMG leather products are warranted against tearing and cracking for a period of two (2) years. IMG fabric products are

warranted for a period of two (2) years against seam slippage, fraying, and dye transfers.

This fabric warranty does not cover tears, flattening of nap, pilling, fading, or shrinking and is not valid when heavy soiling or abuse is evident. The warranty does not cover normal fading, damage due to improper use of chemical treatments that are not endorsed by IMG, damage from lack of required caution or regular care and maintenance. The warranty does not include claims for veins, wrinkling, natural markings from healed scars or variations in grain or color. These natural features are proof that only genuine leather has been used. The warranty does not include stretching of leather or fabric. This is normal Warranty Policy and results from normal use. Exposure of leather and fabric to sunlight or extreme light sources will cause fading and damage and is not covered by the warranty.

2- years warranty - Workmanship & other materials and components

All other materials, parts, components, and other furniture products not specifically included in the above warranties and workmanship are warranted against defects for two (2) years.