

# FURNITURE



# LINK

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## Furniture Link – Warranty & Service Policy

2024

## UPHOLSTERY



### YEAR 1

- ✓ In Year 1 Furniture Link provide full warranty on all components of furniture for all Manufacturing Faults.
- ✓ If it is a manufacturing fault we will usually offer a discount for the retailer to keep the furniture and sell it off. If necessary the retailer can order a replacement item for the end customer but we would always encourage the retailer to sell off the faulty item as this reduces returns and further damage being caused to the item.
- ✓ If a discount is not acceptable then we will usually offer a Emmiera Furniture Repair Technician appointment. In this appointment the Technician will confirm liability (i.e. end customer, delivery damage or manufacturing fault), identify if any parts are required and confirm duration/cost of a follow up appointment to complete any repairs. This offers the end customer a swift and convenient resolution to the issue and, particularly for upholstery furniture, avoids additional handling and costly returns and replacements.

### YEAR 2

- ✓ In Year 2 Furniture Link provide full warranty on the Frame, Interiors and Electrical Parts ONLY. The fabric or leather covers are not included in the warranty.
- ✓ As with Year 1, we will usually try to offer a resolution with a discount or Emmiera Furniture Repair rather than return and replacement.

### YEARS 3 TO 5

- ✓ In Years 3 to 5 we provide full warranty on the Frame ONLY.

### WHAT IF THE END CUSTOMER WILL NOT ACCEPT RESOLUTION?

- ✓ Within the First 6 Months – end customer is entitled to a refund or replacement, only for genuine manufacturing faults.
- ✓ After the First 6 Months – Retailer and FL are entitled to offer customer a repair or discount.

### TOP TIPS!!

- ✓ **Batch Labels** – always send a photo or number of the batch label either on the underneath of the upholstery seat or from the carton packaging – from this we can get further information and assistance from our supplier, ensure that correct parts are ordered etc.
- ✓ **Dressing Upholstery** – all upholstery will require plumping or fluffing and/or flipping/rotating of arm pads, back cushions and seat cushions. This helps to keep the product looking its best and to maintain shape and comfort. It also ensures that there is even wear. End customer should rotate usage of their furniture and not sit in the same seat all the time as this will lead to uneven settlement which is not deemed to be a manufacturing fault.
- ✓ **Normal Settlement** – all upholstery will have some normal settlement when it is first used. This means that the fibre or foam within the seat interiors will become slightly more compacted as the furniture is used. Similarly, mechanisms might appear stiff to start with until they are regularly used. These are not faults and need to be carefully assessed before agreeing to any resolution.
- ✓ **Alignment Issues** – most alignment issues will be as a result of not fixing the backs onto the frames correctly. This can usually be corrected with minor adjustments. If the end customer/retailer is not able to adjust, then Emmiera should be able to correct this, however, this may be chargeable. Please note that any issues that are a result of incorrect assembly will not be covered by warranty.



## DINING TABLES, DINING CHAIRS, CABINET, BEDS & MIRRORS

### YEAR 1 – There is no extended warranty for cabinet, beds and mirrors

- ✓ In Year 1 Furniture Link provide full warranty on all components of furniture for all Manufacturing Faults.
- ✓ If it is a manufacturing fault we usually offer a discount for the retailer to keep the furniture and sell it off. If necessary the retailer can order a replacement item for the end customer but we would always encourage the retailer to sell off the faulty item as this reduces returns back to the warehouse and further damage being caused to the item.
- ✓ If a discount is not acceptable, and the item is more than £300 in value, we will usually offer a Emmiera Furniture Repair Technician appointment. In this appointment the Technician will confirm liability (i.e. end customer, delivery damage or manufacturing fault), identify if any parts are required and confirm duration of a follow up appointment to complete any repairs. This offers the end customer a swift and convenient resolution to the issue avoids additional handling and costly returns and replacements.

### WHAT IF THE END CUSTOMER WILL NOT ACCEPT RESOLUTION?

- ✓ Within the First 6 Months – end customer is entitled to a refund or replacement, only for genuine manufacturing faults.
- ✓ After the First 6 Months – Retailer and FL are entitled to offer customer a repair or discount, however, with cabinet, beds and mirrors a repair is not always an economical option.

### TOP TIPS!!

- ✓ **Batch Labels** – always request a photo or number of the batch label or QC label either on the underneath furniture or from the carton packaging – from this we can get further information and assistance from our supplier, ensure that correct parts are ordered etc.
- ✓ **Assembly Issues** – most damage to table tops is caused when the furniture is assembled incorrectly. Please let us know whether the retailer assembled or end customer assembled the furniture. Our recommendation is that table tops are checked PRIOR to assembly, as assembly invalidates the warranty, and placed carefully on a blanket or suitable surface that will not scratch or damage the table finish. The end customer should check that they have all the parts, assembly instructions and the correct tools – generally power tools are not recommended as they can lead to overtightening causing splits/breaks or problems with alignment. On request we can provide retailers with lots of helpful videos and instructions about how to correctly assemble our products.
- ✓ **Alignment Issues** – most alignment issues will be as a result of not fixing the table legs or pedestals correctly, overtightening individual fittings rather than tightening gradually in rotation. This can usually be corrected with minor adjustments. If not able to adjust, then please contact us as we may be able to provide advice that resolves the issue. If necessary, we can also appoint Emmiera to visit the end customer to correct this, however, if this is deemed not to be a manufacturing fault then it may be chargeable.
- ✓ **SmarTops** – SmarTops is FL own unique brand of furniture which provides various ranges of tables in materials that are ‘resistant’ to heat, scratch and stains. This does not, however, mean they are scratch proof etc. and retailers should not sell it as such. On request we can provide further information about how to maintain and care for these ranges.
- ✓ **DO NOT** return smashed/broken glass products – this is dangerous as someone could cut themselves. Full credit will be given but we will ask you to dispose of the item safely.

## DISPLAY MODELS

- ✓ Where the retailer has had furniture on display in their showroom Furniture Link can only provide a strict 6 month warranty. This is because:
  1. We may have already provided a discount on the understanding that the retailer had the furniture on display to help generate sales
  2. The furniture may have been exposed to light which may result in fading, marks and creases, and there may be uneven settlement of upholstery interiors etc.
  3. Please note that we may request a copy of the end customers receipt to verify the terms of sale from the retailer

## REPLACEMENTS

- ✓ Within the First 6 Months – end customer is entitled to a refund or replacement, only for genuine manufacturing faults.
- ✓ After the First 6 Months – Retailer and FL are entitled to offer customer a repair or discount, however, with cabinet, beds and mirrors a repair is not always an economical option.
- ✓ Replacements will be delivered on the FIRST scheduled delivery cycle (usually within 2 weeks) IF the retailer has other orders to be delivered. If the customer does not have any orders to be delivered, then replacements will be delivered on the SECOND schedule delivery cycle (usually within 4 weeks) and will not be subject to any carriage charges.
- ✓ If this is the 2<sup>nd</sup> or subsequent replacement then the furniture will be 100% CHECKED before being loaded for delivery to ensure that it doesn't have the same or similar fault.

## RETURNS

- ✓ Returns will only be accepted for credit if accompanied by our LCA or CFP collection form, which we issue once a Customer Service Request Form has been completed and returned. Any returns that are not accompanied by a valid LCA or CFP collection form will not be credited and arrangements will be made to return the goods to you.

## PARTS & SPARES

- ✓ Due to our excellent relationships with our suppliers we can generally get parts free of charge, providing that we are still buying from that particular supplier. However, please note that there can be a long lead time for parts of up to 16 weeks (as they will come via container shipments).
- ✓ When making a Parts Request please provide FL with photos, details of the fault/issue, date of delivery to the end customer etc. to help ensure that suppliers provide the correct parts as specifications can change slightly over time.

## Emmiera CHARGES

***PLEASE NOTE!!! If Emmiera are appointed and find issue is NOT a manufacturing fault, we may re-charge costs to the Retailer***

<b><u>UK:</u></b>		<b><u>IRELAND:</u></b>	
Report only	£39.00	Report Only	£67.50
First Visit Fix	£59.00	First Visit Fix	£87.50

**IOW:** There will be additional charges for the Ferry crossing as there are no Technicians who live on IOW, usually around £10 **PARKING CHARGES:** If applicable Emmiera will send photographic proof of the parking charges

## FURNITURE LINK WARRANTY & SERVICE POLICY 2024

**CHARGEABLE PARTS** - PLEASE NOTE THAT THESE PRICES ARE SUBJECT TO CHANGE WITHOUT NOTICE!

Description	Net Price	Description	Net Price
Mechanism	£45.00		
ARM PAD COVER	£9.99	TABLE LEGS (WOOD)	£20.00
ARM & SIDE COVER COMPLETE	£24.99	TABLE LEGS (METAL) BIA/BRO	£150.00 From
BACK COVER	£19.99	BRONX TABLE TOP	£250.00
FEET	£7.50 each	BIANCO TABLE TOP	180 £100.00
1s/1r SEAT COVER	£29.99		223 £220.00
2s/2r SEAT COVER	£34.99	INF-223 TABLE TOP	£210.00
3s/3r SEAT COVER	£39.99	INF-223 LEGS	£129.00
312/313 LHF/RHF SEAT COVER	£24.99		
301 BACK COVER	£19.99	SEA-120 TABLE TOP	£110.00
311 – ARM PAD COVER	£9.99	PEDISTAL	£70.00
311 – ARM PAD COVER WITH PAD	£14.99	BASE	£30.00
311 -ARM & SIDE COVER COMPLETE	£24.99	SEA-160 TABLE TOP	£130.00
HANDLES	£1.50 each	PEDISTAL	£70.00
GLASS KNOBS	£5.00	BASE	£30.00
LHF OR RHF SEAT COVER (Footboard & bit in between FOC)	£29.99	HEADBOARDS (FABRIC)	£115.00
PAINT (SMALL POTS)	£5.00	HAMPSHIRE	£150.00
RECLINER HANDLE WITH LEAD	£14.99	WINGS	£20.00 each
REMOTE CONTROLLER	£19.99	FOOTBOARDS	£50.00
SEAT PADS	£12.00 each	SIDE RAILS	£35.00
TRANSFORMAS	£24.99	SLATS (FULL SET)	£30.00
UPHOLSTERY FITTINGS	£5.00	(EACH)	£3.00
WOOD FITTINGS	£3.00	CENTRE RAILS (WOOD)	£5.00
SHE/POP/MON	£7.50	CENTRE SUPPORT RAIL (METAL)	£14.99
HAR-306 MOTOR & TRANSFORMER	£40.00	BED LEGS	£5.00
		CENTRE CAPS	£1.00
		END CAPS	£0.50
NOTE: Net prices include 2 <sup>nd</sup> Class P&P			
If customer requires special delivery extra charges will apply			