

## WARRANTY TERMS AND CONDITIONS



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All Re-vive armchairs are covered by a statutory guarantee and by Natuzzi S.p.A. warranty as far as stated by the warranty certification and by relevant law, which remains binding.

Please read this certificate carefully. To request service under the manufacturer's warranty, follow the instructions set out below.

### **Registering your manufacturer's warranty**

***To activate your warranty, please fill in the warranty registration coupon on the website [www.natuzzirevive.com](http://www.natuzzirevive.com) or at the store where the product was purchased.***

On the coupon, enter the product identification number, which you can find on the back of this certificate or on the underside of the product. If you have bought several products, enter their respective identification numbers on the same coupon. Please do not remove the label from the underside of the product you purchased since this will void the manufacturer's warranty.

You must register the manufacturer's warranty within 15 days of taking delivery of the product.

This warranty applies only to products used for residential purposes, i.e. within a normal home environment and in accordance with the maintenance and usage instructions in the information booklet that is enclosed with each product.

### **Subject to the manufacturer's warranty and terms**

To request service under this warranty, you must contact the retailer from which the item was bought; include the purchase document, which clearly states the name of the retailer, the date of purchase, and the product details.

Service may be obtained under this warranty when, under normal conditions of use, the purchased product has non-conformities that were not recognisable at the time of delivery and that are attributable to the manufacturer, after the product has been inspected, as required.

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Natuzzi S.p.A. does not supply any other kind of warranties, other than those hereby mentioned, with the exception of what is stated by legally binding regulations on the subject. The retailer and/or third parties may not alter the terms of this warranty, nor may they issue any other warranty statements in any form on the manufacturer's behalf.

This warranty is valid for 2 years from the date of delivery of the product. It covers non-conformities in cushions, stitching, manual and/or electric mechanisms and upholstery, that are not due to normal use.

After the first year, the warranty covers only the parts and materials needed for repairs, but not labour costs.

All the Re-vive armchairs are protected not only by the statutory guarantee applicable in the country where you bought the product but also by an additional 5 year manufacturer's warranty, running from the time of delivery and limited to the armchairs' inner mechanism group.

### **THIS WARRANTY DOES NOT COVER**

non-conformities in products bought for non-residential use, i.e. in environments other than the product's normal residential setting

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faults or defects due to accidental damage

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natural markings or creases caused by damage to the leather or by variations in the grain and colour due to the leather's natural properties (characteristics that simply reflect the use of genuine leather)

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cracking or peeling of the leather

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damage caused by burns, cuts, pets or other forms of improper use, cleaning or treatment of the upholstery

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damage caused by the user's negligence or by unsuitable cleaning or treatment of the upholstery

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damage to the leather or fabrics caused by the application of inappropriate chemicals, detergents, softeners or treatments not authorised by the manufacturer

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damage caused by corrosive materials, such as acids, solvents, dyes, inks, paints, or human or animal bodily fluids

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damage from direct exposure to sunlight and/or heat sources, and similar conditions, with resulting discolouration

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product damage due to abuse, improper use, or force majeure

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damage due to incorrect transport or handling of the product

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items sold as samples, as used goods, or "as is"

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damage due to repairs made by technicians not authorised by the manufacturer

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matters interpreted as non-conformities because of incorrect information received from, or negligence by, the retailer

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claims for furniture that has been tampered with or whose identification- number label has been removed from the underside of the product

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compensation for indirect or consequential damage (e.g. the normal inconvenience and/or lost time entailed in repairing or replacing products) or for the total or partial loss of use of the product

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solutions that cost more than, or the same as,  
the product's purchase price

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any costs of packing and transport to and from  
the manufacturer's or retailer's premises or other point  
determined by the manufacturer

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softening of the cushions with use, which must not in any way  
be interpreted as a loss of resilience due to production faults,  
defects in materials, or non-conformities of any kind

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claims concerning any features intrinsic to the product's  
handcrafted nature, such as slight variations in the pitch  
of the stitching, tolerances in the alignment of the cushions,  
the product's measurements, and any other slight difference  
which is due to the handcrafted nature of the product  
and/or the manual techniques employed.

### **HOW TO REQUEST SERVICE UNDER THE WARRANTY**

(exclusively for repair under the manufacturer's warranty  
and not for work covered by any statutory guarantee)

In order to be assisted by Natuzzi S.p.A. manufacturer's warranty,  
customers who report product non-conformities must request  
assistance from the retailer where they bought the product,  
within the maximum time regulated by local legislation.

You must send your request together with the purchase  
document stating the delivery date, the product identification  
number (see the label on the underside of the product),  
and photographic evidence of the fault or defect.

Within a reasonable time period, the vendor will make  
an inspection to verify the extent of the defects.

If the retailer decides that the product contains manufacturing  
defects covered by this warranty, then it will send a request  
for service on to the manufacturer.

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The manufacturer will repair or replace the product or part of it, at its own discretion, within a reasonable time period, after completing any further checks that the reported non-conformities or defects exist and that they are covered by this warranty; these checks may be made by the manufacturer or by one of its representatives.

If, at the time of repair, identical materials to those considered non-conforming or defective are not available, then the manufacturer reserves the right to substitute those materials with others of equal quality and economic value.

### **CONSUMERS' LEGAL RIGHTS**

The benefits provided under the manufacturer's warranty are additional to your rights and remedies under the consumer-protection laws and regulations applicable in the country of purchase - these statutory rights are not affected in any way.

The specific consumer rights protected by this warranty may vary from country to country.