

Plush sofa warranty program

Plush provides the following warranties to the original purchaser, provided it was bought from a Plush showroom and proof of purchase is presented.

1. Frame Warranty

The internal frame construction of Plush lounge furniture is covered against manufacturing and material defects for **ten (10) years***. This is provided that the defect is not a result of normal wear and tear, or a natural characteristic of the material used.

2. Leather Warranty

The leather upholstery of Plush sofas is covered against splitting and tearing due to manufacturing and material defects for a period of **ten (10) years***. This is provided that the defect is not a result of normal wear and tear, or a natural characteristic of the material used.

3. Fabric Warranty

The fabric upholstery of Plush sofas is covered against manufacturing and material defects for a period of **ten (10) years***. This is provided that the defect is not a result of normal wear and tear, or a natural characteristic of the material used.

4. Seating Foam Warranty

All foam used in the seat cushions of Plush sofas is covered against material or manufacturing defects for a period of **ten (10) years***. Softening of foam should be expected as a result of normal use and is not to be confused with loss of resilience.

5. Component Warranty

The padding, comfort foams, suspension system, stitching, sofa base dust cover, mattresses and mechanisms (recliner and sofabed) of Plush sofas are covered against defects for a period of **ten (10) years***.

**As per pro rata schedule opposite.*

6. Sofa Boutique Warranty

The Sofa Boutique structural warranty of Plush accessories is covered for a period of **ten (10) years*** against manufacturing and material defects. Cushions are covered for a period of **ten (10) years*** against manufacturing and material defects.

Upholstery fabric on a Sofa Boutique product is covered for a period of **ten (10) years*** against manufacturing and material defects. This is provided that the defect is not a result of normal wear and tear, or a natural characteristic of the material used.

Pro Rata Schedule - Repairs

Year 0-1	0%
Year 1-2	0%
Year 2-3	0%
Year 3-4	0%
Year 4-5	0%
Year 5-6	50%
Year 6-7	60%
Year 7-8	70%
Year 8-9	80%
Year 9-10	90%
Year 10+	100%

In the event we need to carry out a repair to remedy a minor or major manufacturing fault that is not attributable to normal wear and tear, you will need to pay the % of initial inspection fee and of the repair costs as shown opposite.

E.g. In year 6-7 a repair costs \$200, you would be required to pay \$120 (60%)

For major faults, you can choose whether to have a repair or refund. For minor faults we reserve the right to choose whether to provide a repair or refund. A major fault is defined as something that makes the sofa impossible to use or changes its appearance, even if repaired.

Pro Rata Schedule - Refunds

Year 0-1	100%
Year 1-2	100%
Year 2-3	100%
Year 3-4	100%
Year 4-5	100%
Year 5-6	50%
Year 6-7	40%
Year 7-8	30%
Year 8-9	20%
Year 9-10	10%
Year 10+	0%

In the event we are unable to repair the sofa to remedy a minor or major manufacturing fault that is not attributable to normal wear and tear, you will receive a refund as shown opposite.

E.g. If in year 6-7 a refund is agreed to for a sofa that you paid \$3,000 for. Your refund would be \$1,200 (40%)

For major faults, you can choose whether to have a repair or refund. For minor faults we reserve the right to choose whether to provide a repair or refund. A major fault is defined as something that makes the sofa

impossible to use or changes its appearance, even if repaired. If a full refund is offered under the major manufacturing defects, the goods will be collected. If refunded then no further warranty or claims will be applicable.

What does my warranty exclude?

The Plush Warranty Program excludes claims for:

- Products used in commercial, rental, trade, institutional or other non-residential use.
- The normal and expected settling of seating foam and soft filling such as polyester fibre and leather.
- The natural and expected stretching of leather and fabric covers through normal use.
- Leather grain variation, colour variation, wrinkling, markings, and scars resulting from the natural features of the hide.
- Damage or degradation of leather or fabric coverings not properly maintained; that is, the regular removal of dust and dirt by appropriate means and the application of endorsed cleaning and leather nourishing products as instructed at time of sale.
- Damage to leather or fabric coverings due to the application of chemicals, cleaners or conditioners not endorsed by Plush.
- Discolouration of leather or fabric coverings resulting from exposure to sunlight, extreme heat, prolonged UV exposure or similar conditions.
- Damage to leather or fabric coverings caused by the failure to remove, transferred perspiration, body oils or the corrosive ingredients contained in personal care products such as hair gels and skin creams following recommended cleaning advice.
- Surface scratches, dents, chips, marks, accidental breakages, normal wear and tear or damage resulting from misuse or abuse.
- Damage incurred during handling and transportation of the product by the customer or their contractor.
- Damages resulting from dye transfer from rugs, cushions, jeans and other clothing.
- Furniture repaired by contractors not endorsed by Plush.
- The cost of transportation from the purchaser to Plush or its agents, if claim is not covered by the standard warranty conditions.
- Failure to maintain all seating and cushion fill as advised resulting in compacted fill.
- Natural settlement of foam due to normal wear and tear.
- Fabric pilling.
- Frame, seam & cushion alignment that is within hand-crafted tolerance of 15mm for fixed seats and 20mm for motion seats.
- Battery packs after 1 year.



Plush-Shield®

A new sofa is more than just a major purchase; it's the centrepiece of the room and a place for forming great new memories.

Prepare yourself for those unforeseen circumstances so you're spending less time worrying about your furniture and spending more time on it! Spillages, human bodily fluids and stains can occur from a variety of sources in the life time of your furniture. This is part and parcel of enjoying a beautiful piece of furniture and why Plush offers an Accidental Damage Warranty and protection for your fabric upholstered lounge for one claim up to the value of your initial purchase over a 5 year period*.

When you purchase a Plush-Shield Accidental Damage Warranty, you will be provided with our Plush Care Kit containing the following products:

For leather upholstered furniture (Leather Upholstery Care Kit or Premium Leather Upholstery Care Kit):

- leather cleaner;
- leather protector (note: this must be applied immediately upon delivery of your lounge); and
- microfiber cloth.

For Fabric upholstered furniture (Fabric Upholstery Care Kit):

- fabric cleaning fluid;
- strong stain removal fluid; and
- microfiber cloth.

*The Plush Customer Service Team must be notified of an Incident to be claimed under this warranty within **five days of the incident occurrence**. Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure. To view the Plush Warranty Against Defects and a more detailed of your rights and remedies under the Australian Consumer Law, please visit our Terms and Condition Page (link to <https://www.plush.com.au/terms-and-conditions>) Details of your consumer rights may be found at www.consumerlaw.gov.au.

What should I do if I require assistance?

For all your after sales product, warranty and delivery queries please contact our Customer Care Centre: 13000 PLUSH (1300 075 874). Our Care Centre operates from 8:30am – 5:00pm AEST, Monday - Friday.

You can also contact us via email on: plushcare@plush.com.au or check out the Frequently Asked Questions (FAQ) section on our website at www.plush.com.au

Please ensure that you report any concerns or defects within 5 days of noticing it. Once you have raised a request for service we may arrange for a Plush Customer Care team member or contractor to visit your home. The team member or contractor will assess your furniture to verify that the product presents manufacturing defects. More than one inspection may be required.

When raising a service the team will request you to email pictures to support your claim. If your claim is valid, Plush will repair, replace or refund the defective product under the terms and conditions of Australian Consumer Law. We remind our customers that softening of cushioning should be expected as a result of normal use and is not to be confused with the loss of resilience.

These warranties are not transferable and service is available only to the original purchaser.

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