

Sofa care guide

Some important homecoming tips for your new Plush sofa.



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You were served by:

.....

Your Plush-Shield® warranty number is:

.....





You will love your new Plush sofa

At Plush, we want you to come home to a sofa you love. This Sofa Care Guide is designed to help take the guesswork out of caring for your new sofa and answer any questions you may have on the new addition to your home.

Whatever your question, this booklet aims to provide all the answers as well as a bit more information about your new sofa. So grab a cup of tea, get comfy and have a careful read through to make sure you get the most out of your new Plush sofa.





Home delivery service

At Plush we love your sofa as much as you do – so that's why we will make sure it arrives safe and sound.

When your sofa is ready for delivery, we can arrange professional delivery right to your door taking the hassle out of doing it yourself. Plus our drivers will unpack and place it where it needs to go with care. The Plush delivery service is available on weekdays... citywide and beyond.

A friendly staff member will give you a call either the night before or the morning prior to delivery and let you know the 3 hour window in which your new sofa will be delivered. Make sure you advise our team of anything we need to know that could make delivery difficult such as stairs or restricted access.

In order to process the booking of your delivery any outstanding balances need to be cleared 3 business days prior to delivery. This can be done at the showroom or online.

For delivery bookings and queries please contact our Deliveries Team on: 1300 PLUSH (1300 075 874).

Our Deliveries Team operate from 9am - 5pm AEST, Monday - Friday.

The **Plush Online Payment Service** allows you to make secure payments to your existing Plush orders using a Credit card. We accept payments made using VisaCard, MasterCard & Amex. Complete all fields in full to make your transaction. Please refer to your original Plush

receipt for your Sales Order Number. Please visit www.plush.com.au/balance-payment

Love a good fit

You have selected the sofa that best fits your needs, but you may want to double check it fits through your doorway!

It might sound like an obvious thing but to ensure a smooth delivery it pays to measure before you pick your sofa for added peace of mind. You should consider passageways, doorways, driveways and stairways.

Unfortunately, we cannot refund or cancel your order if you have measured incorrectly so taking a little time upfront is time well spent. A few other details to make sure you are aware of before delivery:

- There is ample parking space available for the delivery truck.
- The path to the delivery point in your house is clear and free of obstacles including anything breakable.
- The measurements of all access points have been checked to ensure your new sofa will fit. This includes doorways, corridors, staircases and lifts. It's also important to check internal doors and rooms to ensure access to and through them is possible.
- Our delivery crew will not attempt delivery if it is a health and safety concern or if there is a potential risk to damaging the product or property.

So that we can have your sofa ready, wrapped and waiting for you to collect we need to have your request and payment all finalised 3 business days beforehand.

Keeping your sofa safe

Our Plush professional delivery team is big on safety. Ensuring your new sofa arrives in perfect condition is our highest priority. Our professional delivery teams will always let you know if they can see any situation that might risk damage to your furniture and discuss options with you so that this is avoided. We can assist you with any repairs at your expense.

Some other things you should know are that our delivery drivers are unable to move existing furniture into other rooms and due to WH&S laws our professional delivery drivers cannot remove their shoes when entering your home. Our professional delivery team will make certain that the new addition to your home is delivered safe and sound, however should you have concerns with your delivery service please contact our Customer Care team within 7 days of receiving your new sofa.

An important note about storage

Our Distribution Centres have limited space, therefore we are unable to hold your sofa for longer than 21 days from when it arrives. If you fail to accept delivery of your goods after 21 days from the date of contact by our Deliveries Team, we will treat this as a request by you to cancel the Sales Order and you will forfeit all deposit monies paid.



Welcoming your new Plush sofa home

Now that you have got your new sofa from Plush, there are a few things you should keep in mind:

- We want to make sure your sofa gets to you in the best possible condition and so we package it well to protect it on its journey to your home. During the journey, a few crush marks may appear on your sofa but please do not be alarmed, these will naturally work their way out over a few weeks.
- Your cushions will feel firmer than those you sat on in the showroom, but please be aware your seat foam will soften with use. It helps, especially when you first get your sofa, to remember to use all seating equally to soften all seat cushions evenly.
- If you have pets, please be careful with them around your new sofa. Pets can damage your sofa through chew marks, claws and oil residue from their fur, all of which are not covered within our warranty terms.
- Your sofa needs to be maintained regularly to avoid any issues and this booklet will give you easy to follow care instructions on the pages that follow. Please remember the products you need to maintain your sofa are all available at your local Plush showroom.
- If the sofas are to be used on floorboards, we recommend the use of floor protectors, available from your local hardware store.



Caring for your new Plush sofa

We have spent many years caring for sofas so here are our best hints, tips and secrets to make sure your Plush sofa will be looking just as great in years to come as the day you bought it.

- When moving your sofa, do not lift it by the cushions sewn to the frame or move your sofa by dragging it around. The best way is to lift it from the base.
- To avoid your sofa fading, do not expose it to direct sunlight.
- When removing the protective wrapping, do not use sharp tools that may damage your sofa covering.
- Your sofa should be placed at least 50cm away from any heat source.
- During the first 3 months, foam padding will become softer. Light creases may form on the cover following this. This is to be considered as normal wear.
- To keep your sofa looking its best, you should plump and shape it weekly to ensure padding and upholstery return to their initial appearance.
- As tempting as it may be, armrests and backrests are not designed as seating.
- For even wear, you should alternate your choice of seat.

A note on soft fill & feathers

It is fun to always grab the same comfy spot on the sofa and let's face it we all have the spot we love. However maybe you should give a little thought to how you sit and use your sofa as in time this will affect its look and may even affect your warranty.

All seating foams are designed to absorb the seated weight loads in the centre of the cushion, sitting or laying on the edges and sides of the cushion can cause the breakdown of the foams causing them to flatten and lose their density, firmness and form.

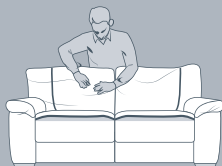
Natural settlement at the point most used will occur and repeated or continual pressure put on these areas of your seating cushions can cause uneven settlement which is not covered under your seating warranty. Soft fill and feather cushions require weekly dressing and plumping to maintain optimal look and appearance.

This only takes a couple of minutes each day and will reward you with a great looking sofa to sink into for many years to come. Some Plush loose cushioned sofas come with reversible cushions, in order to keep the cushions looking their best we recommend these are rotated weekly on top of the regular plumping. Your Plush sales consultant will have demonstrated this to you when you purchased your sofa.

How to model & shape your new Plush sofa



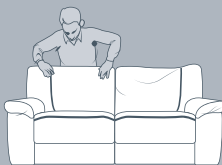
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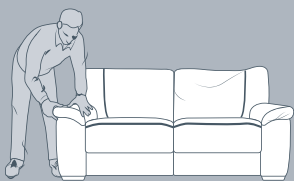
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4.



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6.

Further advice and videos are available at plush.com.au



What's inside your Plush sofa?

Plush sofas are handcrafted using the best quality materials. Each is made with love and care so that it will last you many, many years, no matter what the family can throw at it. Here's some of what goes in to making your Plush sofa.

Frame

All Plush sofas have reinforced timber frames made from solid timbers and composites. We only use seasoned timbers which guarantees the stability and longevity of your sofa.

Filling

We only use premium foams to provide the right level of comfort and support for each model, varying from high to medium density. Within our collections, there are some Plush models that also feature a feather filling, which is usually used around a foam core to provide a comfort wrap. Back cushions, will be filled with a combination of fibre, feather and foam, depending on the model you choose. So what does this all mean? It means getting comfy on a Plush sofa is like no other, so kick back and enjoy.

Support

The seating support system varies for each Plush sofa model. Sofas either have machine tensioned elastic webbing, zig-zag steel spring or eight way hand tied spring foundations. All are carefully designed to provide optimum comfort and long term durability.



Leather - a natural choice

The wonderful thing about leather is that it actually gets better with age. Quality leather upholstery will always become softer and more comfortable with time. Leather is comfortable in both hot and cold weather, it's what makes leather such a great choice.

However what you may not know is that not all leather is created equal. Different grades and types suit different circumstances. What you can be sure of is that we will never use bonded leather, an inferior and reconstituted version of leather, all our leathers are 100% genuine leather.

Our high quality leather collection comes in two varieties:

- **Waxed/pull-up leather**

'Waxed/pull-up' leathers undergo the smallest number of processes possible in order to maintain and enhance their natural characteristics. Therefore only hides of the highest quality are used in this collection.

- **Protected leather**

'Protected' leathers are the ideal upholstery choice for busy living rooms (and busy families). These leathers have protective coatings applied to the surface of the leather during the tanning process.

This means that 'Protected' leathers resist staining more readily than 'Waxed/Pull-Up' (Non-Protected) leather.

Every Plush hide is a carefully chosen unique product. surface scars, lines, insect bites, stretch marks, veining, grain and colour variance, are all hallmarks of true 100% leather.

Each hide has been processed to best enhance its natural characteristics and produce luxurious leather, suitable to different domestic uses.



We love our leathers and only use the best quality, here is a little bit more on how we treat and care for our leathers to give them the best finish, so that they last for you.

Waxed/pull-up leather

Waxed and Pull-Up leathers have been infused with oils or waxes. The transparent aniline dyes will shift around and change colour when the leather is stretched.

As waxed and pull up leathers have no protective coating, they are susceptible to surface scratching and are prone to wear, with colour changes in areas of high use. This can be either lightening of colour due to fading or darkening of colour due to natural moisture absorption. This adds to the natural, aging character of this type of leather.

Protected leather

After dyeing, hides are coated with an additional surface layer of pigment (sprayed colour), and/or a clear sealer coat for extra protection.

Split leather

When you choose a Protected leather, you may find split leather has been used on the backs and sides of your sofa. Split leather is the under layer of hide finished with a durable surface. Used on non traffic, low stress areas, it allows us to offer straighter seams, neater tailoring and less wastage without compromising the Plush quality you expect.

Tip

Remember to use only Plush Leather Care Kits to clean, nourish and condition your leather sofa. These are available from your local Plush showroom.

Leather characteristics

As a natural product, good quality leather will have different markings – a guarantee of being genuine and what makes your sofa unique.

Some examples of the characteristics you can expect to see with leather upholstery are:



Differences in the grain



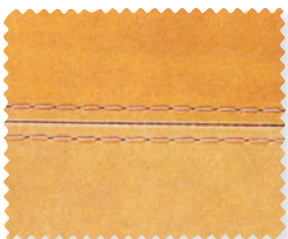
Stretch marks (fat marks)



Scars



Scratches



Differences in tone/shade



Natural stretching

Waxed/pull-up leather sofa care

Care must be taken when cleaning Waxed and Pull-up leathers. Please seek assistance from your Plush sales consultant if you are unsure of which product to use.

Cleaning leather

- Dust your leather sofa weekly using a clean, dry and non-abrasive white cloth.
- To remove dry stains, sweep them off carefully by hand, or with an extremely soft brush.
- To remove liquid stains, blot the surface by dabbing carefully with a paper towel, do not press hard as this could push the stain into the pores of the leather.
- Do not dry the leather in direct sunlight or with a hair dryer.
- We recommend that your waxed leather sofa should be treated every 6-8 weeks.

Rejuvenating and protecting leather

- We recommend the use of the Plush Leather Balm following the instructions printed on the bottle. This formula acts as a protector and rejuvenates the leather to ensure it remains supple. If you are using this product additional treatments are not required.
- Plush Leather Balm is the required cleaner for Waxed/Pullup leather, not using the balm as directed or using any other cleaner may be harmful to the leather and void your warranty.

Protected leathers sofa care

A good understanding of care techniques ensures your sofa will look its best and retain its value.

Cleaning and conditioning leather

- Dust your leather sofa weekly using a clean, dry and non-abrasive white cloth.
- Remove spills rapidly from the surface, by dabbing with absorbent cloth or paper towel. Then delicately clean working from the outside of the stain towards the centre.
- Apply Plush Leather Cleaner & Conditioner every 6-8 weeks, following the instructions printed on the bottle. It is recommended to clean entire panels of your sofa rather than undertaking spot cleaning.
- Don't allow the leather to become wet.
- Allow leather to dry naturally.
- The Plush weekly wipes are handy for regular care of your sofa to help prevent soiling build up.

Plush Complete Fabric and Leather care kits, Weekly Wipes and Leather Balms are now available.

Protecting and enhancing leather

- After the leather is clean and dry, it should be protected and moisturised to replenish any oils that were lost over time or removed during the cleaning process.
- Apply the Plush Leather Protector enhancer following instructions printed on the bottle.
- Carefully apply a thin coating of the protector and enhancer product over the leather in a circular motion.
- Treat entire panels. Use a clean, lint free moist cloth when applying the product. Do not use the same cloth that was just used for cleaning.
- The leather should be allowed to dry naturally, then buffed to a dull lustre.
- The Protector and Enhancer should be used after every second clean and condition.

For further information on leather care see plush.com.au



Plush fabric sofa care

Fabric regular care

- Vacuum weekly with an upholstery attachment, using low suction.
- Spot clean where necessary. See next page.
- Protect from direct or prolonged exposure to UV.
- For the best and most even wear, we recommend not to favour one seat.
- Professional dry cleaning is recommended every 6 months to help remove dirt and soiling and to maintain the look of your sofa.

Fabric spot cleaning

- Use the Plush Spot cleaner and follow instructions printed on the bottle.
- Gently remove any loose soilage and/or mop up any excess liquid.
- Pre-test the cleaning method on a hidden area of the sofa. Do not continue if there is an adverse reaction such as colour transfer.
- Avoid over-wetting as this may result in a water mark.
- Blot the cleaned area with a clean cloth to help dry the area.
- Allow the fabric to dry in a well ventilated area.
- Do not spray spotter directly onto fabric.
- Stubborn stains may require a second and third application. Allow the area to dry between attempts.

Oil & water based stains

- Gently remove any loose soilage and/or mop up any excess liquid.
- Use Plush Spot Cleaner and follow the instructions printed on the bottle.
- Pre-test the cleaning method on a hidden area of the furniture. Do not continue if there is an adverse reaction such as colour transfer.
- Avoid rubbing as this may cause the stain to spread rubbing may also cause fibre damage.
- Where possible, it is preferable to clean an entire panel of your sofa rather than undertaking spot cleaning.

If spot cleaning has to be undertaken, follow the instructions provided.

- If the stain has been reduced but not completely removed, a second and third application may be required. Allow the area to dry between stain removal attempts.

Pilling

Pilling is a natural occurrence that is common in most woven fabrics. It is the result of normal daily use. Woven fabrics are made up of thousands of yarns. In turn, each yarn is made of hundreds of micro yarns. The most common cause of pilling occurs when these micro yarns fuse together and pick up foreign particles from other woven fabrics, like your clothing. This kind of pilling will often result in the “pills” being a different colour from your sofa. Pills can easily be removed with a battery operating pilling tool. Pilling machines are available at your closest showroom.

Rest assured this is not a sign of faulty fabric, the fibre removed by the pilling machine will not reduce the natural weight or integrity of the fabric - a quality sofa does not wear out, it wears in.

All Plush Care Products are available from any Plush showroom or online at plush.com.au





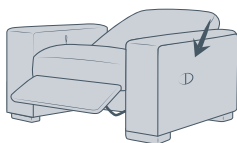
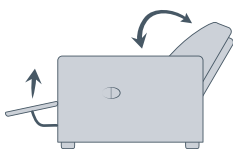
Reclining chairs & sofas

Plush Motion sofas and armchairs are designed to recline backwards whilst at the same time moving the footrest into a horizontal position.

There are two types of reclining mechanisms for motion chairs and sofas. These are:

Manual external trigger motion

External trigger motion sofas and chairs have a handle positioned on the outside of the armrest. To recline, simply pull the trigger to release the footrest. Gently apply pressure to the back to fully recline. To return to the upright position, move your body forward and apply light pressure to the footrest until it locks into its original position.

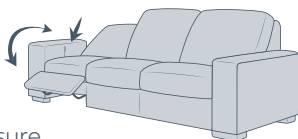
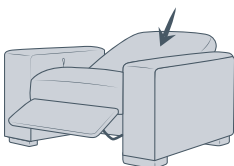


External trigger

Manual internal lever

The internal lever can be located on the inside of the armrest. Gently apply pressure to the back to recline fully.

To return to the upright position, move your body forward and apply light pressure to the footrest until it locks into its original position.



Internal lever

Electric Recliners

Sofas fitted with electric motors allow you to set the back and footrest to your exact preference. The control panel on the outer side of the arm allow you to recline and return to the upright position. Before activating the mechanism ensure you are correctly seated on the sofa. The recliner should be in the upright position before sitting or getting off the sofa.

Models with independent mechanisms for headrests, footrests and lumbar support will have buttons for each function on the control panel.

Where the electric motion is on a middle seat without an arm the control buttons will be found by sliding your right hand down the side of the seat cushion once seated.

Isolation switch

Some electric motion sofas are fitted with an isolation switch which allows you to disable the reclining function. This can be activated using a pen to push the small button located on the touch pad. If the recliner is showing a red light on the touch pad this indicates the mechanism has been disabled, a green light indicates the sofa is able to be reclined.

Cables on all electric motion pieces

Cables are not to be put under the recliner near the mechanisms. When a cord is put under the chair it can be caught up in the movement of the mechanism causing the action of the mechanism to sever the cord. This can in turn cause the recliner motor to short out; these issues are not covered under the Plush warranty.

Battery packs

- Battery pack safety advice and instructions included in the packaging must be followed.
- Please read the instructions very carefully and follow them closely to ensure you get the most life out of the battery. Misuse will shorten the life of the battery significantly.
- The time the battery will remain charged will be impacted by use. Just like a mobile phone battery the charge life depends on use. If the battery is only being used to open and close the recliner the battery life will be approx. 14-19 days.
- If you are using the USB port to charge personal devices the battery life will be much shorter and the battery will need to be charged more often. This does not indicate a fault in the battery pack.
- Like all electrical items your recliner is on standby when not in use, this will continue to have a slight drain on the battery unless it is unplugged.
- For these reasons we recommend the unit be charged minimum fortnightly, and more often if it is in high use.



- When charging we recommend that the battery be fully charged which is indicated by the LED green light on the unit and the unit must never be run down to completely flat as this will detrimentally affect the life of the battery.
- Battery packs carry a one (1) year warranty covering manufacturing faults.
- For further assistance or concerns regarding your battery pack please visit your showroom.

Sitting on a recliner

When sitting on a recliner you must be aware that leaning or sitting sideways across the recliner arms can put pressure on the central anchor points and cause buckling of the frame or mechanism. Damages to the frame caused in this way are NOT covered under the Plush warranty.

Do not allow children to play on motion sofas and armchairs. Before using any of the mechanisms ensure the person using the chair is correctly seated.

Precautions should be taken by people with lumbar medical conditions and/or pregnant women. All motion sofas carry a maximum weight capacity of up to 120kg as shown on our product sheets.

As the recliner contains moving parts, noises will be audible when the recliner is operating.



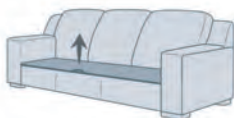
Caring for your Plush sofabed

As part of our extensive range, some of our designs are available as sofabeds. Whilst our sofabeds are extremely comfortable we recommend that these are for occasional (approx 100 nights a year) use only.

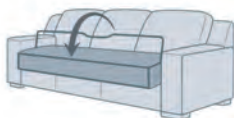
Our Plush sofabeds come in two main types either a two-fold sofabed or euro mechanism sofabed. The suggested combined weight capacity for sofabed mechanisms is approximately 180kg.

Using our sofabeds is simple all you have to do is;
For the two-fold sofabed style:

1. Remove seat cushions.



2. Use the central handle, lift the bedspring system up and outwards at the same time.



3. Firmly take hold of the support bar, raising it, then drawing it forward, towards the floor.



4. Repeat Step 3 with second support bar.

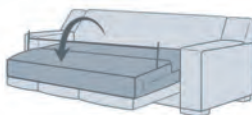
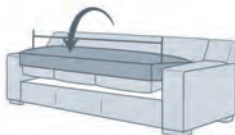
5. To close the sofabed, ensure the headrest is in the down position, bed linen has been removed and repeat the above operation in reverse order.



For the euro mechanism
sofabed style:

No need to remove seat
cushions, but rather grasp
the loop handle in the
middle back of the sofa
and pull towards you.

The bed unfolds on a
rolling motion as you walk
backwards.



Head support

Some Plush sofas feature an adjustable
headrest. Putting the headrest in place is easy, just
raise the top of the sofa until you hear a click.
If you'd like to lower the headrest, repeat the same
process (to release headrest), then gently lower it down
to its original position. Please remember to lower the
headrest before closing the sofa. We recommend
children should not operate the sofa.

Sofabed care

Taking care of your sofa mechanism is easy you
just clean it with a dry cloth. Please take care not to
use solvents or cleaners on it. Don't sit or stand on
the headrest as it's not made for this action. Take care
not to sit or stand on the foot of the sofa. Lower
headrest before closing the sofa. Do not close
sofa with linen on the bed.

A note on click clacks

If you have purchased one of our great new models with adjustable headrests, here are some tips on how best to operate this feature.

To adjust up simply lift up. To return to the down position gently pull up and lift to release the lock then push gently to the down position.



Please note: Click Clack headrests are not designed to be sat on, doing so will damage the mechanism.

Plush terms & conditions of sale deposits

There are some terms and conditions that apply to the purchase of your sofa. Once you have decided which sofa you would like and have placed your order, a 35% deposit is required as part of processing your order (unless otherwise stated).

Cancellation within 48 hours of purchasing will result in a refunded deposit but will incur a \$45 cancellation fee. Unfortunately if you change your mind or need to cancel your order after the deposit is taken and 48 hours have passed, a cancellation fee of 35% (of the total purchase price) will apply.

Balances

Before your sofa can be delivered to you, all of the remaining balance will need to be paid. This balance can be settled at your local Plush showroom where you purchased your sofa or online at **plush.com.au/balance-payment**, no later than 3 business days prior to the scheduled delivery. Unfortunately our drivers are not able to accept payments during the delivery.

Delivery

The approximate delivery date we give you is an estimate based on current manufacturing and shipping times. This should be treated as a guide only. Please contact the Plush showroom you purchased your new sofa from should you require an updated estimate.

If for any reason no one is home to receive your sofa at the arranged delivery time and a second delivery is required, an additional delivery fee will be charged to your account.

If you fail to collect or take delivery of goods after 21 days from the date of contact by our Despatch Department, we will treat this as a request by you to cancel the Sales Order and you will forfeit all deposit paid.

Ex-display stock

Please be aware that if an item is sold off the floor, it is sold "as is". Check all goods carefully, any known defects will be noted on your invoice. Please note clearance floorstock items are not covered by our Plush 10 year pro rata warranty.

For the full list of our current terms and conditions please refer to our website www.plush.com.au

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.

****As per pro rata schedule opposite.***

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 sofa bed) of Plush sofas are covered against defects for a period of **ten (10) years***.

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.



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.

**Plush Sofas Pty Ltd (ABN 55 080 012 595)
3 Burilda Close, Wetherill Park, NSW 2164
Phone: 1300 075 874**

Other rights

The benefits given by this warranty are additional to other rights and remedies that you may have under law. 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 for 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.

We value your feedback

If you have any feedback, compliments or concerns about your Plush experience please feel free to contact us via e-mail at contactus@plush.com.au

Did you remember to order Plush-Shield® on your sofa?

For an additional cost, you can protect your fabric or leather sofa against accidental stains, burns and tears for a full five (5) years! If you forgot to order at the time of purchase please call your sales consultant now to add this to your account. Fees, terms and conditions apply.

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Plush - Think Sofas Pty Ltd Trading as Plush

ACN 080 012 595. ABN 55 080 012 595.

