

# Jaymar.

## WARRANTY GUIDE



# Jaymar Warranty

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## **Congratulations!**

Congratulations on the purchase of your Jaymar upholstered furniture. Jaymar has been manufacturing quality furniture since 1956. Every piece is designed and crafted to meet the highest standards of quality and durability. We have custom built this product for you, so you can enjoy years of beauty, comfort and pleasure.

## **Information about your new furniture**

Your furniture has been wrapped securely to prevent any damage during transportation. This may have caused irregular folds or depressions which will gradually disappear with use. You can gently pat the seat and back cushions and reshape the covering with your hands. You may notice your foam to be firmer than the showroom piece you tried out at the time of your purchase. This is due to the high-density materials we use which require a “break-in” period. They will soften as you begin to use and enjoy your furniture. If your seat cushions are removable, make sure to rotate them periodically to ensure a more even wear of both foam and covering. If your article includes wooden feet, they may show some variations in color or natural graining.

**Please read the terms and conditions of the Jaymar warranty for instructions on care and coverage of your furniture.**

## **Information on Leather**

Leather is a natural product that requires maintenance. However, the only maintenance recommended by our suppliers (tanneries) is cleaning with a slightly damp cloth. Tests show that any use of cleaning products or creams could cause damage to the cover of your furniture. To take advantage of our leather warranty, it is therefore **important** not to use cleansers or creams. Jaymar offers a 5-year warranty on all its leathers.

## **Extended warranty from retailers**

The extended warranty offered by retailers is an addition to the Jaymar warranty. This warranty, which your retailer has offered you, allows you to protect your furniture over a longer period; and protects you from several unforeseen events that would not be covered by the Jaymar warranty. This is therefore a complementary warranty.

**In the event of a complaint, you must always contact your retailer.**

## **The nature of leather**

Leather is a product of nature; therefore, it cannot be uniform. Variations in shades, texture and visible natural markings, which can be found anyplace on the product, are not considered defects, but are all distinctive features that only add to the beauty of fine quality leather. Leather has a certain elasticity, and adapts easily to the form of the body, therefore it is quite normal to expect a certain amount of stretching (comfort wrinkles) on the seat and back cushions from the first use of your new furniture. That's what makes the natural beauty of leather.

Because each leather is unique, Jaymar does not guarantee that any leathers used on showroom floor samples, leather swatches or furniture previously purchased, will match in color, grain or texture. You should also be aware that although leather furniture is extremely hardwearing, it will change in appearance over the years.

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## **PRODUCT CARE**

Any application of third-party product invalidates Jaymar's Warranty.

### **Leather Care**

Leather requires proper care and maintenance to ensure beauty and long life. Failure to clean leather could result in premature aging.

- Clean the leather regularly, using a slightly moistened cloth to remove grease, dust and dirt.
- Avoid direct exposure to sunlight.
- Never place near radiators or fan heaters, keep a minimum distance of 50 cm (20 inches).
- Avoid drying. Normal household humidity level is best for leather (40 %).

### **Fabric Care**

Fabric manufacturers recommend regular dusting and vacuuming. Removable cushions should be fluffed regularly. Soiled areas should be cleaned based on the following cleaning code(s) found on your Jaymar product. If cleaning codes are not available, contact your retailer from where you purchased the product.

**D** – Dry clean only.

**MSW** - Clean with mild soap and water.

**P** – Dry cleaning in solvents except trichloroethylene. Professional dry cleaning recommended. CAUTION: Use of water-based or detergent-based solvent cleaners may cause excessive shrinking. Water stains may become permanent and unable to be removed with solvent cleaning agents.

**S** – Clean this fabric with pure solvents (petroleum distillate-based products, Energine, Carbon, Renuzit, or similar products may be used) in a well-ventilated room. Cleaning by a professional furniture cleaning service only is recommended. CAUTION: Use of water based or detergent-based solvent cleaners may cause excessive shrinking. Water stains may become permanent and unable to be removed with solvent cleaning agents. Avoid products containing Carbon Tetrachloride as it is highly toxic. To prevent overall soil, frequent vacuuming or light brushing to remove dust and grime is recommended.

**SW** – Clean this fabric with the foam only of water-based cleaning agent or with a pure solvent in a well-ventilated room (petroleum distillate-based products, Energine, Carbona, Renuzit or similar products may be used.) Cleaning by a professional furniture cleaning service only is recommended. To prevent overall soil, frequent vacuuming or light brushing to remove dust and grime is suggested.

**WS** – See SW

**W** – Clean this fabric with the foam only of water-based cleaning agent to remove overall soil. Many household cleaning solvents are harmful to the colour and life of a fabric. Cleaning by a professional furniture cleaning service only is recommended. To prevent overall soil, frequent vacuuming or light brushing to remove dust and grime is recommended.

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## LIFETIME LIMITED WARRANTY

### Frames, Pocket Coils, Springs or Webbing

Wood frames, pocket coils, springs or webbing are covered against breakage due to metal fatigue or pulling loose from wood frames. Warranty is limited to supplier's availability of parts.

### Recliner Motion Mechanisms

The mechanism is covered by a lifetime warranty against defects in material or workmanship subject to normal residential use. Warranty is limited to supplier's availability of parts.

Any cracking or minor squeaking noise heard from the metal mechanism or wood frame are normal and are not covered by our warranty.

## PARTS WARRANTY – COVERAGE AND LIMITATIONS

### Cover Material

The Jaymar warranty **does not cover** any damages due to improper usage, excessive soiling, improper or unapproved cleaning methods (See Product Care for details), chemical treatments, exposure to direct sunlight or colour fading. These incidents will void the warranty.

### Leather – Five (5) year Warranty

The leathers carefully selected by Jaymar and subject to normal usage, their longevity will largely exceed its guarantee.

The warranty does not cover damages caused by burns, cuts, all types of scratches (animal claws, rings, fingernails, etc.), exposure to sunlight, or heat source, discolouration due to scalp sebum, unapproved cleaning methods or application of a product on the leather.

Leather is a natural material and, therefore, each hide reflects its own characteristics. Variations in shade, grain, texture, patterns of original hair follicles, healed scars, brands, neck growth marks, nicks, scratches and wrinkles are a characteristic of leather and **are not considered defects**.

**Note:** If a leather piece of your furniture is defective, Jaymar will strictly replace that piece at no extra charge with a leather tint approaching nearest to the original leather colour. Taking into consideration the fact that the leather of origin will have aged in beauty with time, and that its colour will have changed depending on the number of years the leather furniture was purchased.

### Fabrics – Two (2) year warranty

The one-year warranty covers seam failure or fraying.

Since colours and intensity under dye lots may vary within commercial tolerances, the colours of fabrics may vary from the sample swatches. Jaymar is unable to guarantee that the exact dye lots illustrated in sample swatches will be the same as the samples used at a retailer, showroom or previously purchased furniture.

This warranty **does not** cover tears, \*pilling, shrinking or fibre migration. The crushing of fabric, velvet, and microfiber is a characteristic of these soft and fluffy fabrics and are not considered as manufacturing defects. The fabric warranty is void if there is excessive soiling, improper cleaning or abuse, or when a treatment has been applied.

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#### \*What is fabric pilling?

Fabric pilling are loose strands or balls of fiber that form on the surface of fabric. When fabric fibers become loose, they move around when we sit or brush up against them. The friction causes loose fibers to twist together and form small balls.

**Pilling is completely normal and will go away** once the excess loose fibers are gone. It doesn't affect the durability or functionality of the fabric. Plus, it's easily removable with a pill shaver.

It is important to know that pilling is a common occurrence and it's **not a fabric defect** and it's **not covered under the warranty**.

#### How to Treat Fabric Pilling

The quickest and cheapest way to treat pills is with a battery-operated **pill shaver**. If pilling reoccurs, it can simply be shaved off again. This may occur several times, but the pilling will diminish and eventually cease once the excess fibres are removed.

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### Customer's Own Material (C.O.M.):

Since the fabric is chosen by the customer, the client must make sure of its quality. Jaymar cannot test or judge the quality in relation to our own selection of Jaymar fabrics which are carefully selected, analyzed and tested.

That said, Jaymar cannot be responsible for its durability or their reaction during sewing or during its upholstery. Consequently, no warranties are given to the fabrics chosen by customers (C.O.M.).

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## **Electronic Components – One (1) year warranty**

Electronics are warranted against manufacturing defects.

## **Headrest Mechanisms – Five (5) year warranty**

The headrest mechanisms are covered against defects in material or workmanship subject to normal residential use. Warranty is limited to supplier's availability of parts.

## **Recliner Motor – Three (3) year warranty**

Recliner motor is warranted against manufacturing defects.

## **Seat Cushion Foam and Fibre-filled Components – Five (5) year Warranty**

Seat cushions are warranted against collapsing. All cushions will soften with use and will conform to the shape of the user. This softening is considered normal wear and is in no way considered a manufacturer's defect. Fibre-filled seat cushion tops, backs and arms will flatten with prolonged use. This is inherent to the design of fibre-filled and fibre-wrapped products. Regular fluffing will prevent internal fibres from matting and help to prolong the vibrancy of these products.

**Upholstery of Seats and or Back cushions with feathers:** Certain models have the upholstery of the seat or back cushions with feathers. In those models, the seat and back cushions are in a 100% cotton envelope and are feather-proof which prevent feathers from escaping. However, it may occasionally occur that some feathers escape, and this is considered normal in the industry.

## **Sofa-bed Mechanisms and Sofa-bed Mattresses – Two (2) year warranty**

The sofa-bed mechanisms and sofa-bed mattresses are covered against defects in material or workmanship subject to normal residential use. Warranty is limited to supplier's availability of parts.

## **Storage Bed Mechanisms – Two (2) year warranty**

The storage bed mechanisms are covered against defects in material or workmanship subject to normal residential use. Warranty is limited to supplier's availability of parts.

## **Stitching – Two (2) year warranty**

All our sewing thread finishing is done with top quality nylon to prevent fraying and provide longevity to the furniture. Jaymar warrants your stitching for two (2) years against defects in materials, workmanship, tearing or separating from the fabric or leather under normal household use.

## **LABOUR WARRANTY – COVERAGE AND LIMITATIONS**

Jaymar offers a one (1) year warranty on labor and workmanship applying to all upholstered furniture (sofas, loveseats, chairs, ottomans, sectionals, sofa-beds and upholstered beds) manufactured by Jaymar. Jaymar products are warranted to the original retail consumer, to be free from manufacturing and parts defects. The warranty takes effect from the date of delivery to the original retail consumer.

Within one (1) year from the date of delivery, Jaymar will pay, at no charge to the original retail consumer, customary labor rates to repair or replace the defective parts according to the specified labour coverage mentioned above. Under this warranty, the sole liability of Jaymar is limited to repair, or at its sole option, parts replacement. Should there be service required under the warranty then the initial service inspection will be covered by JAYMAR. Jaymar will not be responsible for any transportation costs. For clarity, should inspection deem that no repair is necessary then initial service fee will be payable by end consumer to the third party.

After one (1) year, the original retail consumer will be responsible for all costs related to labor and transport. See **Parts Warranty above for details.**

The term "defect" as it is used in this warranty is defined as a flaw or deficiency that affects the intended use for which the product was manufactured.

The Jaymar warranty provides coverage to the original retail consumer only where the purchase has been made from an authorized Jaymar retailer and therefore is non-transferable to any second or third party.

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## GENERAL

- a. Any modification to a Jaymar product which is not in conformity with Jaymar factory specifications voids warranty. If a consumer carries out such a modification, they do so at their own risk.
- b. Jaymar does not promise to reimburse or replace its product
  - only repair as per our Warranty.
- c. Warranty does not apply to Jaymar products that have been subjected to inadequate usage, damaged by accident, modifications, improper handling or installation or repairs made by anyone other than an authorized Jaymar representative.
- d. Warranty may not apply to Jaymar products if product was used in an uneven manner.

## CAUTIONS

### General

- Do not move furniture in your home without carefully wrapping the furniture, including corners and feet or the bottom of the furniture, with a protective covering. This will help avoid damage to floors and/or wall surfaces, as well as help to prevent damage to the furniture itself.
- Do not expose leather or fabric to ink, bleach, oily substances, fluids, body oils, strong detergents (including laundry detergent), chemicals, and sharp objects as these may cause potential damage.
- Do not expose leather or fabric to sun or extreme light sources as this will cause fading and potential damage.
- Do not remove your seat cushion covers for dry cleaning or separate washing.

### Safety

Use extreme caution when operating the moving mechanisms and electronic components making sure limbs and other obstructions are clear of leg rests and other moving parts before operating. Do not leave reclining seats in the reclining position when not in use.

- Do not allow children to play on mechanized furniture or to operate mechanisms.
- Do not stand on chairs, and do not sit on footrests.
- Do not sit on product arms.
- Reclining chairs must never be in the reclined position when attempting to get up from the furniture, this will tilt the chair/furniture forward and could cause bodily harm. You must always close and lock your recliner before. (Make sure you hear the locking of the footrest). With a power recliner there is no locking, but the footrest must be in the fully closed position before getting up from your seat for your safety.
- For further information, refer to product instruction sheets and warnings, where applicable.
- Failure to follow these directions could result in injury and/or damage.

## CONDITIONS

This warranty shall extend only to the original purchaser and is non-transferable.

This warranty does **not cover** the following:

1. Rental, business, commercial, institutional or other non-residential uses.
2. Products purchased "AS IS", second-hand, or as Final Sale.
3. Products purchased from distressed or liquidation sales.
4. Products deemed misused, mishandled, altered, abused.
5. Any condition resulting from unusual usage.
6. Inadequate maintenance, cleaning or care.

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## **MAKING A CLAIM**

**To make a claim or for information about your Jaymar product, please contact your authorized Jaymar retailer or where the original purchase was made.**

When making a claim under this warranty, proof of purchase and the original bill of sale are required. Should these not be available, Jaymar reserves the right to deny the claim. Jaymar reserves the right to request photos for verification and/or the return of defective parts to its factory. If you have questions, contact your authorized Jaymar retailer or contact us at [jaymar@jaymar.ca](mailto:jaymar@jaymar.ca)

## **WARRANTY SERVICE PROCEDURE**

Claims should be made through the furniture retailer from which the furniture was purchased. The furniture retailer will contact Jaymar for warranty service. **Three photos** must be submitted in support of the claim: 1<sup>st</sup> Photo of the entire room with Jaymar furniture. 2<sup>nd</sup> Photo a near shot of the whole of the furniture with defective piece. 3<sup>rd</sup> Close-up shot of problem area of that item. As soon as your claim is received with requested three photos, a file will be opened.

Jaymar's liability under this warranty is limited to repairing or replacing at Jaymar's option any part or parts of the product found to be defective in material or workmanship. Jaymar, in its sole discretion will determine the cause and nature of any defect, the necessity and manner of repair or replacement, and all other matters pertaining to the condition of the furniture.

Merchandise must be inspected immediately upon receipt, and any claims should be made at that time. If merchandise arrives damaged, it is the dealer's responsibility to file a claim with the freight carrier.

Damages related to delivery must be reported within the 7 days following the delivery. After this time period, any claim will be refused. If merchandise is otherwise defective, the dealer must absolutely notify Jaymar immediately.

Returns will not be accepted prior to written authorization. Once authorization is granted, the dealer has 60 days to return the merchandise. Jaymar will not be liable for damages and freight charges on merchandise improperly packaged for return. Merchandise must be returned by the carrier specified by Jaymar. Jaymar may choose to authorize repair or make adjustments instead of exchange. JAYMAR will not be liable for defects that occur as a result of improper storage or handling after the merchandise leaves its factory.

Should it be necessary to return your furniture to the factory for repair, the cost of packing and shipping to and from the factory are not covered by this warranty.

If exact goods are not available, Jaymar reserves the right to use similar goods of equal value for repair or replacement. In no instance shall Jaymar's obligation exceed the original cost to the retailer.

**Please note that a 50 % fee will be charged for returns that have no manufacturing defect. This policy has for objective of clarifying the fees that will be charged for returning merchandise when the defects mentioned on the return authorization are unfounded.**

## **EXCLUSIONS**

All implied warranties, including warranties as to merchantability and fitness for a particular purpose, are limited to the duration of the express warranties on this product. The warranties set forth in this limited warranty are exclusive and in lieu of all others, verbal and or written, express or implied. In no event will Jaymar be liable for any damages including incidental or consequential damages, arising out of the use or inability to use this product.

Some states or provinces do not allow the exclusion or limitation of incidental or consequential damages; therefore, the above limitation may not apply to you. This warranty gives you specific legal rights and you may also have other rights that may vary from state to state or province to province.

**Thank you for your purchase of Jaymar furniture. We hope that your custom designed upholstered furniture will be a beautiful addition to your home for many years to come.**