



# Jaymar

## USER GUIDE

## POLICIES & PROCEDURES

U.S. Dealer Price List  
Effective October 14, 2025



# Table of Contents

|                                                                             |    |
|-----------------------------------------------------------------------------|----|
| Contact .....                                                               | 1  |
| Jaymar Order & Claim Policy .....                                           | 2  |
| OBLIGATIONS OF THE RETAIL PARTNER .....                                     | 2  |
| PROCEDURES FOR SUBMITTING A SERVICE CASE – BY THE RETAILER.....             | 3  |
| Jaymar Warranty.....                                                        | 4  |
| Floor Models and Demonstrator Units:.....                                   | 5  |
| Wood frames, pocket coils or springs .....                                  | 6  |
| Recliner Motion Mechanisms .....                                            | 6  |
| Electronic Components – One (1) year warranty .....                         | 6  |
| Stitching – Two (2) year warranty.....                                      | 6  |
| Headrest Mechanisms – Five (5) year warranty .....                          | 6  |
| Sofa-bed Mechanisms and Sofa-bed Mattresses – Two (2) year warranty.....    | 6  |
| Storage Bed Mechanisms – Two (2) year warranty.....                         | 6  |
| Recliner Motor – Three (3) year warranty.....                               | 6  |
| Seat Cushion Foam and Fibre-filled Components – Five (5) year Warranty..... | 6  |
| C.O.M. & C.O.L. Orders.....                                                 | 8  |
| C.O.M. Orders.....                                                          | 8  |
| C.O.L. Orders.....                                                          | 8  |
| Shipping Procedure .....                                                    | 8  |
| Construction – General Features.....                                        | 9  |
| Battery Pack for motorized recliner mechanism. ....                         | 9  |
| Frame:.....                                                                 | 9  |
| Springs:.....                                                               | 9  |
| Foam:.....                                                                  | 9  |
| Sewing:.....                                                                | 9  |
| Sofa Bed Mechanism Construction.....                                        | 9  |
| Sofa Bed Mattress Specifications .....                                      | 10 |
| Fabrics in general.....                                                     | 11 |
| General Care for Fabrics.....                                               | 11 |
| Fabric Prices .....                                                         | 11 |
| Leather Prices .....                                                        | 11 |
| FORMULA: Converting yards to square feet.....                               | 11 |
| Wood Leg Finishes .....                                                     | 11 |
| Leather in general.....                                                     | 12 |
| The nature of leather .....                                                 | 12 |
| Leather in General .....                                                    | 12 |
| Care and Maintenance of Leather .....                                       | 13 |
| Product Care .....                                                          | 13 |
| Leather Care .....                                                          | 13 |
| For Spot and Spills.....                                                    | 13 |
| For Stubborn Spots and Stains .....                                         | 13 |
| For Butter, Margarine, Oil or Grease.....                                   | 13 |
| Do Not Use.....                                                             | 13 |
| How to Avoid Damage to the Leather .....                                    | 13 |
| Leather – The Natural Upholstery Covering.....                              | 13 |
| Jaymar Leather Descriptions .....                                           | 14 |
| Leather Glossary.....                                                       | 15 |
| Configuration Chart for COMBOS.....                                         | 16 |

|                                                      |    |
|------------------------------------------------------|----|
| Price List – Cup holders, Accessories & Options..... | 17 |
| Cup holders & Accessories.....                       | 17 |
| Other Options.....                                   | 17 |
| Sleeper Mattress.....                                | 17 |
| Price List - Accent Pillows.....                     | 18 |

## Contact

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Following is our company directory by Departments. If you require further information, please do not hesitate to contact them directly.

Telephone: 450.471.4172

Fax:

Administration / Services: 514.509.2008

Orders: 514.509-2007

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| Department                    | Contact                | Ext.         | Email                   |
|-------------------------------|------------------------|--------------|-------------------------|
| President                     | Daniel Walker          |              | daniel.walker@jaymar.ca |
| VP Executive                  | Michel Walker          |              | michel.walker@jaymar.ca |
| VP Sales – United States      | Duane Utt              | 619.559.8955 | duane.utt@jaymar.ca     |
| Marketing                     | Jean-François Paquette | 2636         | jf.paquette@jaymar.ca   |
| Credit<br>Accounts Receivable |                        |              | recevables@jaymar.ca    |
| Order Desk                    | Judy Carroll           | 2637         | judy.carroll@jaymar.ca  |
|                               | France Perron          | 2677         | france.perron@jaymar.ca |
| Service after Sales           | Judy Carroll           | 2637         | service@jaymar.ca       |
|                               | France Perron          | 2677         |                         |
| Transport & Billing           | Diane Robert           | 2630         | diane.robert@jaymar.ca  |
| Email                         | General                |              | info@jaymar.ca          |

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## After-hours Sales Support Service

You have a question or need sales assistance? Call our Sales Support Specialist available 7 days a week.

## Customer Sales Support

Monday to Friday: From 6 p.m. – 9 p.m.

Saturday & Sunday: From 10 a.m. – 5 p.m.

EST: 1.438.870.2997

PST: 1.619.559.8955

# Jaymar Order & Claim Policy

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## Orders

It is the dealer's responsibility to provide accurate and clear information on all order forms such as item numbers, descriptions, proper colours, right fabrics and quantities. Jaymar will not be liable for orders placed incorrectly nor be liable for any loss, incidental or consequential damage due to delays in delivery of its products.

All orders are subject to acceptance by Jaymar at its Head Office. Orders that have been accepted may be subject to withdrawal or cancellation by Jaymar prior to shipment if manufacturing or business conditions make shipment unfeasible or if Jaymar deems that the dealer's credit status makes such action necessary.

## Cancellation Policy

Cancellation or changes on orders will be accepted within three (3) days from the date of acknowledgement. After this delay, administrative cancellation and restocking fees of 50 % will be charged to the retailer.

## Non-compliant, damaged or defective products

This warranty shall extend only to the original purchaser and is non-transferable. Corporation purchases for the purpose of commercial use or for the public are not covered by this warranty.

## OBLIGATIONS OF THE RETAIL PARTNER

Merchandise must be inspected immediately upon receipt of orders, and any claims must be made at that time.

- Delivery-related damage must be reported within 7 days of delivery. Claims made after this period will be declined.
- If merchandise arrives damaged, it is the retailer's responsibility to file a claim with the shipping company.
- If the merchandise is otherwise defective, the retailer must notify Jaymar immediately.
- Returns will only be accepted with prior written authorization. Once authorized, the retailer has 30 days to return the merchandise.
- If the furniture needs to be returned to the factory for repairs, all packaging and transportation costs between the consumer and the retailer are not covered by this warranty and are the sole responsibility of the retail partner.
- Jaymar is not liable for damages or transportation costs resulting from improperly packaged returns.
- Merchandise must be returned using the carrier specified by Jaymar.
- Jaymar reserves the right to authorize repairs or adjustments instead of a replacement. Jaymar is not responsible for defects resulting from improper storage or handling after the merchandise has left its factory.
- If it is not possible to replace the merchandise with an identical product, Jaymar reserves the right to replace it with a similar product of equal value. Jaymar's liability will under no circumstances exceed the original cost paid by the retailer.

Please note: A 50% fee will be charged for returns made without manufacturer authorization. This policy clarifies the charges that will apply to unauthorized or unfounded merchandise returns.

# Jaymar Order & Claim Policy (continuation)

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## PROCEDURES FOR SUBMITTING A SERVICE CASE – BY THE RETAILER

General Procedure for Service Case Management Between a Retailer and Jaymar (the Manufacturer)

This procedure outlines steps to ensure smooth communication, efficient handling, and prompt resolution of issues:

1. Identification of the Service Case
  - a. Reporting the Issue: The retailer gathers initial information from the customer/consumer, including:
    - Description of the problem.
    - Photos or videos (if applicable).
    - Date of purchase and proof of purchase.
  - b. Recording the Service Case: Each case is logged into the service management system (<https://sav.ariv.ca/>) with all relevant details for accurate and timely tracking.
2. Submitting the Case to the Manufacturer (Jaymar)
  - a. Sending the Information: The retailer compiles a complete file, including all required details, photos, and videos, and submits it to the manufacturer via the dedicated service portal (<https://sav.ariv.ca/>).
  - b. Acknowledgment of Receipt: The manufacturer will issue a notification within 48 hours, confirming that the case has been assigned and is under evaluation. A service case number may be generated for easier tracking.
3. Case Evaluation
  - a. Claim Analysis: The manufacturer's service team reviews the submitted information, assesses warranty coverage, and identifies the appropriate solution (repair, replacement, or credit).
  - b. Technical Consultation (if necessary): For complex issues, a technical team may be consulted to diagnose the nature and cause of the problem more precisely.
4. Solution Proposal
  - a. Offering a Solution: The manufacturer proposes a solution to the retailer, including repair or replacement options, as well as estimated resolution timelines.
  - b. Retailer Validation: The retailer reviews the proposed solution to ensure it meets customer expectations. Adjustments can be discussed if needed.
5. Solution Execution
  - a. Logistics Coordination: If a repair or replacement is approved, the manufacturer arranges for the delivery of replacement parts or new products, coordinating with the retailer.
  - b. Monitoring the Repair/Replacement: Both the retailer and manufacturer track the progress of the repair or replacement to ensure customer satisfaction.
6. Closing the Case and Feedback
  - a. Customer Satisfaction Confirmation: Once the solution is implemented, the retailer confirms with the customer that the issue has been resolved to their satisfaction.
  - b. Feedback Sharing: The retailer provides any relevant feedback to the manufacturer for future improvements.
  - c. Archiving and Closure: The case is closed in the management system, and all documents are archived for future reference.
7. Continuous Improvement
  - a. Analysis of Recurring Issues: Regular meetings between the retailer and manufacturer identify recurring problems and discuss potential product or service process improvements.
  - b. Training and Documentation: If necessary, the manufacturer may provide additional training for the retailer's team to enhance diagnosis and resolution of similar future cases.

This structure aims to streamline service case handling and ensure customer satisfaction while fostering an effective partnership between the retailer and Jaymar.

# Jaymar Warranty

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For further details, visit [www.jaymar.co](http://www.jaymar.co).

The seller's **legal warranty** takes precedence over any other warranty, including the manufacturer's warranty. This legal warranty is provided under the Consumer Protection Act and ensures that purchased goods are compliant, durable, and suitable for their intended use. It is implicit and free, meaning that consumers are automatically entitled to it without needing to request or pay for it.

1. **Legal Warranty of Quality and Durability** (Retailer's responsibility): Ensures that the product purchased can be used for its intended purpose for a reasonable period, considering the type of item, its price, and purchase conditions.
2. **Legal Warranty of Conformity** (Retailer's responsibility): Ensures that the product matches the description provided by the seller, corresponds to what was advertised, and complies with all safety standards.
3. **Manufacturer's Warranty** (Manufacturer's responsibility - Jaymar): This is an additional warranty offered by the manufacturer, often in the form of a limited warranty for a specified period. While it may provide complementary benefits, it does not replace the legal warranty.

The first step: It is the retail partner's responsibility to handle and resolve customer requests through their internal customer service, adhering to their purchasing policy and the legal warranty. If the retailer subsequently requires support from the manufacturer (Jaymar) for specific cases, they may submit their request as follows.

For any inquiries, the retailer partner may contact Jaymar's service department at any time by phone at **1-888-529-6271 ext. 2616** or by email at [service@jaymar.ca](mailto:service@jaymar.ca).

## Terms and conditions

Jaymar makes no commitment to refund or replace its products – only repairs will be carried out in accordance with our warranty. To file a claim or obtain information about Jaymar products, the customer must contact the authorized Jaymar retailer where the original purchase was made.

Any warranty claim requires proof of purchase with the original invoice. If this information is not provided by the retailer, Jaymar reserves the right to reject the claim. Jaymar also reserves the right to request photos for verification and/or to have defective parts returned to its factory.

Claims must be submitted through the retailer from which the furniture was purchased. The retailer will contact us as needed. Three photos must be provided to support the claim: 1. A photo of the entire room with the Jaymar furniture. 2. A closer photo of the specific defective piece. 3. A close-up of the issue on the item. Once the claim is received with the three requested photos, a file will be opened.

During the warranty period, Jaymar agrees to replace or repair, at its discretion, any product or part of a product found to be defective due to a material or manufacturing fault. Jaymar will determine the cause and nature of the defect, the necessity for replacement or repair, the resolution method, or any other issue related to the condition of the furniture.

## Exclusion\*

The warranty applies only to the original purchaser and is non-transferable. Furniture purchased by a corporation for commercial use or furniture intended for public use is not covered by this warranty.

All implied warranties, including but not limited to the implied warranties of merchantability and fitness for a particular purpose, shall be strictly limited in duration to the term of the express warranty provided for this product. This limited warranty constitutes the sole and exclusive warranty, superseding all other warranties, whether oral or written, express or implied. Under no circumstances shall Jaymar be held liable, whether under this warranty or otherwise, for any incidental, consequential, or indirect damage arising from the use of, or inability to use, the product.

Certain states or provinces do not allow the exclusion or limitation of indirect or incidental damages; therefore, the above limitations may not apply to you. This warranty gives you specific legal rights, and you may also have additional rights depending on your state or province.



## Jaymar Warranty (continuation)

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### Floor Models and Demonstrator Units:

Floor models and demonstrator products sold to consumers are excluded from the manufacturer's warranty. These products, while functional, may have been used for in-store display purposes and may exhibit signs of wear or minor imperfections. The following points outline the retailer's responsibilities for establishing warranty exclusions for such products:

1. Clear Disclaimer in the Sales Agreement
  - a. The retailer (seller) must explicitly state in the sales agreement that floor models or demonstration products are sold "as-is," without warranty.
  - b. Specify that the buyer acknowledges any existing defects or wear and waives the right to make claims regarding these aspects.
2. Specification of Warranty Exclusions
  - a. The retailer (seller) should clearly indicate which warranties do not apply (e.g., manufacturing warranty, material warranty, or other limited warranties).
  - b. Specify that exclusions cover both the structure and upholstery, with exceptions only for explicitly agreed-upon cases.
3. Pre-Purchase Inspection
  - a. The retailer (seller) must allow the buyer to inspect the product prior to purchase so they can assess its condition.
  - b. Include a clause stating that the buyer acknowledges having inspected the product and accepts its current condition.
4. Transparent Communication
  - a. The retailer (seller) should display these exclusions on the product tag or product information sheet in-store or make them explicitly clear for online sales.
  - b. Transparency minimizes the risk of disputes post-sale.
5. Option for Limited Warranty
  - a. Strategically, the retailer (seller) may offer a limited warranty under their responsibility, for example for a very short period, covering only specific elements such as the structure, while excluding wear on upholstery or moving parts.

### Documentation and Communication:

These exclusions should be thoroughly documented and clearly communicated to reduce the risk of post-sale disputes and set accurate customer expectations.

## LABOUR WARRANTY

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 below 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.

## Jaymar Warranty (continuation)

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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.

### LIFETIME LIMITED WARRANTY

#### Wood frames, pocket coils or springs

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

#### COVERAGE

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.

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

Electronics are warranted against manufacturing defects.

#### 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.

#### 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.

#### 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.

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

Recliner motor is warranted against manufacturing defects.

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

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.

# Jaymar Warranty (continuation)

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## 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 fibers 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.).

## C.O.M. & C.O.L. Orders

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### C.O.M. Orders

- C.O.M.: Fabric must be **54"** wide and the pattern must be railroaded and requiring no match.
- Quantity: Contact Customer Service for the exact quantity of fabric required for a specific item.
- Price: Refer to the **Grade "B"** column in your price list.

### C.O.L. Orders

- C.O.L.: Hides must be in average 50 sq. ft. and be exempt of major flaws.
- Thickness: Leather thickness must be between .9 mm and 1.4 mm.
- Jaymar reserves the right to refuse to complete an order after leather inspection.
- Quantity: Contact Customer Service for the exact quantity of leather required for a specific item.
- Price: Refer to the **Grade "C"** column of your price list.

### Shipping Procedure

**C.O.M.:** The **supplier name, Fabric Pattern number and colour** of the C.O.M. must be indicated on the purchase order as well as the following:

- total yardage shipped and value (\$) per yard,
- fibre contents (example: 60% Cotton, 40% Polyester),
- knit or woven,
- Width of fabric.

**C.O.L.:** The **supplier name, description and colour** of the leather must be indicated on the purchase order as well as the following:

- If leather is dispatched outside of Canada, specify the country of origin, if customs clearance charges are incurred; they will be charged,
- Number of skins or quantity of leather to the square foot.

The supplier will have the above-mentioned information.

**Ship to:** Customer Service  
**Jaymar**  
75 Jaymar Street  
Terrebonne, QC J6W 1M5  
CANADA

## Construction – General Features

**Battery Pack** for motorized recliner mechanism.

- Initial charge 8 hours for regular battery (1800 mAh) & more powerful battery (\*4000 mAh) used for the EGO chairs only.

Battery Life:

- Regular (1800 mAh): 150 recline cycles
- More powerful (4000 mAh): **10 cycles** (2 open/close seat + 1 massage cycle 15 minutes + 1 heating cycle 30 minutes).
- Must charge minimum once a month no matter usage.

- Recharge time: 5 hours (1800 mAh) and about 4 hours (4000 mAh).
- Audible alarm indicates low charge.
- Red light on during charge cycle.
- Green light indicates that battery pack is fully charged.
- Recommend one (1) battery pack per chair.
- Never let battery pack charge go completely empty; may no longer recharge.

**\*ATTN: The 4000 mAh battery is not sold separately!** Available as an option only for the EGO chairs (installation required).

**Frame:**

Jaymar upholstery is constructed using the finest hardwood lumber available and reinforced plywood. The frame joints are glued, doweled, screwed, stapled and corner blocked, creating an extraordinary strong structural foundation for our seating. The frames are entirely built in our factory ensuring a high level of quality control. A tongue and groove type of assembly is also used.

**Springs:**

No sag tempered steel springs covered in Teflon for quiet functionality.

**Foam:**

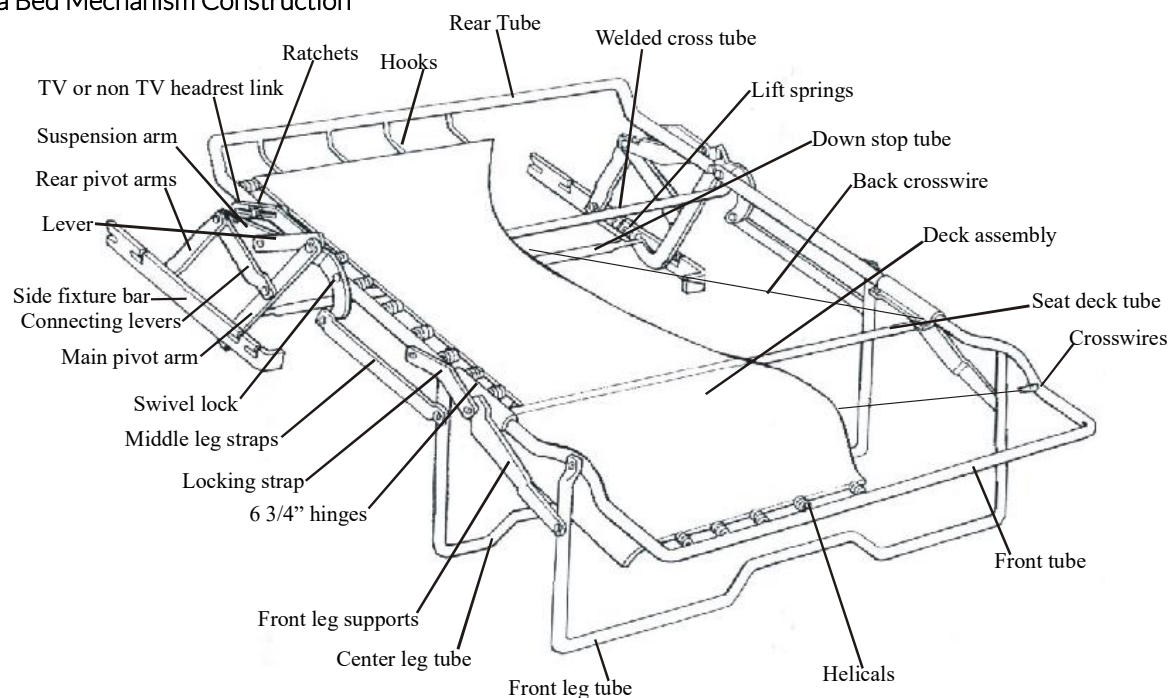
Each sofa style requires the foam cores and backs to be shaped and engineered to create the desired appearance and comfort. Some models require the foam to be cut, shaped and glued together to achieve the design goals. Only top quality long lasting foams are used.

All our furniture seat cushions have cores of 2 lb density (well above industry “norms” with approximately 30 lbs of compression and our Optima collection models have 2.7 lb density foam seat cushions. This allows Jaymar according to the sofa style, to develop a high quality yet plush seating system.

**Sewing:**

Jaymar cuts and sews leathers and fabrics with ½” wide seams. This creates ample support and strength to hold all covers. We use nylon and cotton threads in all different colours to blend with our leather and fabric colours. Threads come in different thickness to be used in the various stitch designs. We use steel tooth zippers with aluminum sliders.

**Sofa Bed Mechanism Construction**



## Sofa Bed Mattress Specifications

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### Features:

- Anti-bacterial and anti -allergen «Cool plus»
- High density foam
- 1" Memory foam with gel
- Luxury Quilting
- Luxury Piping
- Durable finish
- 5" thick



### Dimensions:

Single: 31" x 70"

Double: 52" x 70"

Queen: 58" x 70"



All sofa bed mattresses destined for the United States market meet the « Home Furnishings » and « Thermal Insolation » standards.

## Fabrics in general

All fabrics at Jaymar are carefully selected to give you a fine choice for every beautiful style we manufacture.

### General Care for Fabrics

CARE for Olefin, Acrylic, Cotton and Jacquard. Here are simple directions for regular care of your upholstered furniture:

- Vacuum cushions once a week.
- Never brush any fabric with stiff fibre or metal brush.
- If cushions are reversible, reverse and rotate week when replacing them.
- Cushions and pillows filled with Dacron and foam should be hand-fluffed regularly to retain original softness and resiliency.
- DIRECT SUNLIGHT WILL FADE ANY FABRIC.

### Fabric Prices

| Grade      | Per Yard |
|------------|----------|
| A          | \$ 35.25 |
| B          | \$ 48.75 |
| C          | \$ 61.75 |
| CONCEPT I  | \$ 75.25 |
| CONCEPT II | \$ 88.25 |
| ULTRASUEDE | \$184.00 |

A 20% UPCHARGE APPLIES FOR EXOTIC Ultrasuede.

### Leather Prices

| Grade | 50 - 150 sq. ft<br>1 à 3 Hides | 151 + sq. ft<br>3 Hides or more |
|-------|--------------------------------|---------------------------------|
| 10    | \$ 8.75                        | \$ 7.75                         |
| 20    | \$11.25                        | \$ 9.50                         |
| 30    | \$12.50                        | \$11.25                         |
| 40    | \$14.00                        | \$12.75                         |
| 50    | \$15.25                        | \$14.00                         |
| 60    | \$17.00                        | \$15.25                         |

For ½ hides, add \$1.00 per square foot.

### FORMULA: Converting yards to square feet

- 36" x 54" (or other width) x Qty (total yards) = X (square inches)
- X Square inches ÷ 144 = Square feet + 20% for leather waste
- 1 yard = 13.5 sq. ft.

## Wood Leg Finishes

| Colour          | Code | Colour                  | Code | Colour          | Code | Colour        | Code |
|-----------------|------|-------------------------|------|-----------------|------|---------------|------|
| Beech / Naturel | B-9  | Cognac                  | C-33 | Tea / Thé       | T-37 | Wheat / Blé   | 92   |
| Black / Noir    | B-6  | Gris Perle / Pearl Grey | P-14 | Tobacco / Tabac | T-2  | White / Blanc | W-11 |
| Charcoal        | 074  |                         |      |                 |      |               |      |

# Leather in general

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## 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 anywhere 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 a certain amount of stretching on the most used seat cushions is to be expected.

Because 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.

## Leather in General

Although the manufacture of leather belongs to one of man's oldest professions and leather and skins have been used by man for dressing purposes from time immemorial, only a small number of people, outside the trade, know anything in particular about leather.

**Leather:** Is the ordinary designation of tanned hides and skins.

**Tannage:** Causes the hide to keep its original structure and not to be damaged by water or putrefactive bacteria.

The TANNING may be done in various ways according to the purposes of the leather. The most important tanning methods are the following:

- Chromium Tanning: Made with chromium salts.
- Vegetable Tanning: Made with extracts of wood bark and plants (oak, pomegranate bark, chestnut, mimosa, etc).
- Made with tanning agents based on coal and mineral oil.
- Chamoising: (Wash-leather tanning) is made with whale oil.

The above tanning methods can be combined - e.g.: to give the leather a certain character or quality. This is called combination tanning. During the tanning process, the lubrication of the leather takes place too, made with various kinds of oils to make the leather soft and supple and perhaps waterproof.

The DYEING of the leather can be divided into 2 main groups: ANILINE DYEING or PIGMENT DYEING

**Aniline Dying:** Normally aniline dyeing is made in water baths (with dye known from textile dyeing) which gives a good through dyeing of the leather. The through dyeing (dyeing ingrain) means that the bright colour of the leather itself will not show after wear and tear or scratches when in use and that the aniline dyed leather, apart from possible fading, will keep its original colour. However, aniline dyes often set off grain faults in the hides and the dyeing might appear stained. It can also be difficult to make the various dyeing uniforms. However, aniline dyes give the leather certain vitality and the grain marking remain open and natural. Not all-aniline dyes are of the same fastness to light; pure aniline dyed leather will often change in strong daylight. The finish that we put on our fully aniline dyed leather is mainly done to:

- |                                                                                                    |                                                          |
|----------------------------------------------------------------------------------------------------|----------------------------------------------------------|
| ▪ Give the leather the shade wanted.                                                               | ▪ Cover small blemishes.                                 |
| ▪ Correct and level/balance the varying aniline dyeing.                                            | ▪ Give the leather a certain sheen, non-gloss or glossy. |
| ▪ Give the leather a uniform surface, which is waterproof and resistant against grease, dirt, etc. | ▪ Enhance the light fastness of the leather.             |



# Care and Maintenance of Leather

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## Product Care

Since leather is a natural product, it needs very little or no care during normal use. Leather should be dusted regularly with a soft untreated cloth.

**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 %).

## For Spot and Spills

Wipe excess liquid up immediately with a clean absorbent cloth or sponge. If necessary, use clean warm water only, and let air dry naturally. If water is used, clean the entire area where the spot occurred. An example would be the entire seat cushion or entire arm. Do not dry wet areas with hair dryers, etc.

## For Stubborn Spots and Stains

Use a mild non-detergent cleaner such as a bar of ivory soap. Apply the soap to a clean wet sponge and apply to area. Then go over with cloth dipped in clear warm water.

## For Butter, Margarine, Oil or Grease

Wipe excess butter, margarine, oil or grease off the leather with a clean dry cloth, then leave it alone as the spot should dissipate into the leather in a short period of time. Do not apply water or try to wash oil, butter, and margarine or grease spot.

## Do Not Use

- ☞ Saddle soap, cleaning solvents, Furniture polish, Oils, Waxes.
- ☞ Varnish, Abrasive cleaners, Ammonia water and the like, never soak the leather.

## How to Avoid Damage to the Leather

Do not expose the leather to sun and strong heat. Protect the leather against scratches from cats, dogs, shoes and buckles, keys and other sharp objects. Avoid splashes in connection with window cleaning and from cleaning materials as well. Never use petrol, diluents, turpentine and the like for cleaning. Avoid spot treatment in connection with cleaning and maintenance of the furniture; wash whole surfaces at a time.

## Leather – The Natural Upholstery Covering

The hide of an animal is influenced by climatic conditions to which it is exposed during life; this fact and, of course, the various breeds will give the leather its different appearance and character. Natural defects during life such as scratches, insect bite, diseases, leaving marks in the leather as scars or perhaps open damage is inevitable. It is only natural that the leather has "defects" - or rather that the hide has certain characteristic features such as wrinkles, horn marks, insect bites, scars, etc. Remember that a scar does not mean a deterioration of the quality and strength of the leather.

Shade effects visible on tightly stretched surfaces often are reflections of light in the hair follicles produced where the hair has natural partings. We must all appreciate that if we desire leather, we must be ready to accept the characteristic featured of the hides as intrinsic. Every hide is different. The uniqueness of the hides is Individual. This uniqueness and individuality enhance the character and beauty of this natural upholstery covering.

## Jaymar Leather Descriptions

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**Bronx** – A wax pull-up leather, semi-aniline with a natural pebble grain two tone, wipe hand effect. This article has a nice sheen on the tip of the leather which gives more beauty and nourished hand. **Recommended for family usage.**

**Bull** - Top grain printed leather offers depth, texture, slight sheen, for everyday use. A special finishing is used to create both roundness and softness, with a hint of greasy touch to obtain a natural touch to the hand. **Recommended for family usage.**

**Caress** – Full grain cowhide; very natural aniline filled leather. Shows little variances and scars part of the beauty of this article. Beautiful hand; like a caress, high quality luxurious leather for a refined taste. **Not recommended for heavy usage.**

**Cavallo** – Wax pull-up semi-corrected which shows the natural beauty of the natural scars & markings of the leather. European raw material finished aniline. **Not recommended for family usage & animals.**

**Dublin** - This fluffy and light natural grained leather is achieved by a special milling process that allows the grain to surface naturally, providing the leather with a soft, supple hand and natural pebbled texture. A fine transparent finish further protects the leather and allows for depth and variation of color. **Recommended for family usage.**

**Hugo** - Top grain cowhide with semi-consistent, lightly corrected grain. Aniline dyed with color consistent pigmented surface. Hugo has a luxurious waxy hand and is quite durable and stain resistant. It has a long wearing finish and is easy to care for. Hugo is very **suitable for families with children.**

**Illusion** - Illusion is an aniline dyed top grain heavyweight leather. The full grain naturally textured surface has a lightly pigmented surface with some oils applied to enhance the texture and feel of this leather. The natural shadings and markings are the desired signature of nature's handiwork. **This leather is durable for most family uses today.**

**Princess** - An aniline dyed top grain heavyweight leather. The glove soft pigmented leather has a durable finish that is **appropriate for most family uses today.** The hide's natural shadings and markings are enhanced by a randomly applied shadow effect that reinforces the natural signature of the hides.

**Santiago** - Top grain cowhide with semi-consistent, lightly corrected grain. Aniline dyed with color consistent pigmented surface. Santiago has a luxurious waxy finish. **Suitable for family usage.**

**Sunset** - An aniline dyed top grain heavyweight leather. The natural heavyweight texture has a randomly applied tipping effect. The shadowy application of surface pigment creates a real rawhide look. This supple leather has a durable finish that is **suitable for most normal family usage.**

**Trina** - A premium corrected grain printed leather, pre-embossed with a very fine print, then tumbled to conceal the grain, giving this leather a very natural look and yet above average yield. A protective (pigmented) topcoat. Remarkably soft to the touch and exceptionally smooth in appearance, for everyday use. **Recommended for family use.**

**Utah** - Top grain cowhide with full aniline dyes. Very lightly corrected hides with minimum pigmentation for consistent coloring and protection from light. Ultra luxurious natural hand. Some shade variations possible due to minimum pigment. Modest stain protection and liquid repellency only. Should be **used for stylized designs** and casual natural lifestyles.

**Victoria** - Natural grain (not embossed) semi-aniline finishing with Nubuck effect. Very smooth and high-end leather designed for luxurious usage. Thickness: 1.2-1.4 mm. **Not recommended for pets and heavy usage.**

**Vintage** - Top grain semi aniline Buffalo leather with corrected grain. Pigmented two-tone and swept with an oil wax which gives it a nice hand. **Easy care long wearing finish.**

**Wild Laredo** - **For stationary seats only.** Wax pull-up semi-corrected which shows the natural beauty of the natural scars of the leather. European raw material, vacuum-dry leather, finished aniline. **Not recommended for family usage & animals.**

**Yukon** - An aniline dyed top grain leather with a glove soft, luxurious feel. The surface is adequately protected to be suitable for normal family use. The appearance is enhanced with a randomly applied shadow effect that reinforces the natural signature of the hides. **Recommended for family use.**

# Leather Glossary

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|                             |                                                                                                                                                                                                                                                                                    |
|-----------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <u>Aniline Dyed:</u>        | The process of colouring leathers throughout using non-toxic aniline dyes. The dye is transparent and therefore allows all of nature's signatures to remain visible.                                                                                                               |
| <u>Base Coat:</u>           | Colour that is applied to a compatible crust colour to achieve the final colour of protected aniline.                                                                                                                                                                              |
| <u>Crocking:</u>            | Transferring of colour or finish from leather to other materials caused by rubbing or abrasion.                                                                                                                                                                                    |
| <u>Drum Dyed:</u>           | A dyeing process in which leather is immersed in dye and tumbled in a rotating drum allowing maximum dye penetration.                                                                                                                                                              |
| <u>Embossing:</u>           | A process of altering the natural grain of the leather by using etching, engraving or electrotyped plates or rollers creating a very uniform grain pattern. Embossing may be done to disguise defects or to create exciting designs.                                               |
| <u>Finishings:</u>          | Any further steps taken after the dyeing treatment such as rolling, pigmented spraying, lacquering, antiquing, waxing, buffing, embossing, glazing, waterproofing, or flame proofing in order to provide more abrasion and stain resistance and/or a more even surface coloration. |
| <u>Full Grain:</u>          | Any leather in which only the hair has been removed while the grain retains its original state. Natural markings are left intact and present the character and appeal of a very unique leather.                                                                                    |
| <u>Grain:</u>               | The natural or embossed pattern and texture of a hide's surface.                                                                                                                                                                                                                   |
| <u>GTX:</u>                 | A chemical with water- and stain-resistant properties similar to Scotchgard. GTX is added in the drum during the dyeing process.                                                                                                                                                   |
| <u>Hand:</u>                | Term used to describe the softness or feel of leather.                                                                                                                                                                                                                             |
| <u>Hand-Antiqued:</u>       | The hand application of a darker colour over a lighter colour creating a dramatic highlight.                                                                                                                                                                                       |
| <u>Hide:</u>                | The skin of an animal.                                                                                                                                                                                                                                                             |
| <u>Leather:</u>             | Generic terms for all hides that have been tanned to a non-perishable state.                                                                                                                                                                                                       |
| <u>Liming:</u>              | The chemical process of removing the hair from the raw hide.                                                                                                                                                                                                                       |
| <u>Machine-Antiqued:</u>    | The machine application of a darker colour over a lighter colour creating a dramatic highlight.                                                                                                                                                                                    |
| <u>Milling:</u>             | Process in which hides are tumbled in a drum to soften the hand or enhance the grain.                                                                                                                                                                                              |
| <u>Naked Leather:</u>       | "Pure aniline".                                                                                                                                                                                                                                                                    |
| <u>Nature's Signatures:</u> | Increasingly popular naturally occurring characteristics on leather; these include (but are not limited to) insect bites and stings, fat wrinkles, healed barbed wire cuts and scrapes, and other markings that give a hide its own unique traits.                                 |
| <u>Nubuck Aniline:</u>      | A top grain leather that has a slight nap effect produced by removal of the epidermis, or hair cell layer.                                                                                                                                                                         |
| <u>Patina:</u>              | A lustre that develops on pure anilines and nubucks over time and with use.                                                                                                                                                                                                        |
| <u>Pigment Finish:</u>      | A process of colouring and coating the leather surface with colorants.                                                                                                                                                                                                             |
| <u>Polishing:</u>           | Removal of the grain, scars and blemishes from a hide.                                                                                                                                                                                                                             |
| <u>Protected Aniline</u>    | Leather that has been aniline dyed and then slightly pigmented to ensure colour consistency and resistance to liquids (also referred to as a semi-aniline).                                                                                                                        |
| <u>Pull-Up:</u>             | Full grain aniline leather that derives its colour from dyes. When leather is pulled, the oils or the waxes in the leather cause the colour to dissipate and become lighter in the areas, which are pulled tight.                                                                  |
| <u>Pure Aniline:</u>        | Any leather that receives its entire colour from aniline dyes only and has no topical applications. Nature's signatures are visible and are to be considered a cherished and unique part of individual hide.                                                                       |
| <u>Sauvage / kela:</u>      | A two-tone effect that adds depth and character to the leather.                                                                                                                                                                                                                    |
| <u>Semi-Aniline:</u>        | "Protected aniline."                                                                                                                                                                                                                                                               |
| <u>Split:</u>               | During the tanning process, a hide is split into layers and the underneath portion is referred to as a split. Compared to the durable top grain, this is inferior leather. It is often used in the garment industry and is known as suede.                                         |
| <u>Suede:</u>               | The underneath portion of a hide after the splitting process. Compared to the durable top grain, this is inferior leather. It is often used in the garment industry.                                                                                                               |
| <u>Tanning:</u>             | The process of converting rawhides into a non-perishable state.                                                                                                                                                                                                                    |
| <u>Topcoat:</u>             | Synthetic transparent polyurethane resins applied as a clear protective coating to make leather more resistant to wear and liquids. Finishes may range from a high gloss to a matte depending on the type of leather.                                                              |
| <u>Top Grain:</u>           | During the tanning process, a hide is split into layers and the top layer is referred to as the top grain. This is the most durable part of a leather hide due to the strength of the fibres.                                                                                      |
| <u>Yield:</u>               | The amount of useable area after all wastes and imperfections have been discarded.                                                                                                                                                                                                 |

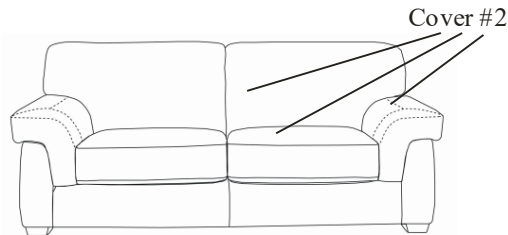
## Configuration Chart for COMBOS

### \* COMBO Cover #2 on Back, Seat and Arm pad if applicable

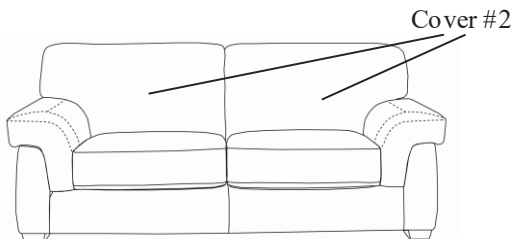
Combo with 2 fabrics of the same grade: **Use one grade up.** (Example: *grade B + grade B = grade C*)

Combo with 2 fabrics of different grades: **Use the higher one.** (Example: *grade A + grade B = grade B*)

*Refer to the price list for combo availability.*



### \* COMBO Cover #2 on Back only



Add value of 1 grade to cover #1 (Example: *grade B + grade B = grade C*)

### \* COMBO LEATHER

- Combo with 2 leathers same grade: **Use one column jump up.**
- Combo with 2 leathers of different grade: **Use the higher one.**

*\*Same rules apply for Ultrasuede and Ultrasuede Exotic*

- Combo with fabric inside and leather (or Ultrasuede and Ultrasuede Exotic) outside: **Use 85% of the selected leather.**
- Combo with leather (or Ultrasuede and Ultrasuede Exotic) inside and fabric outside : **Use 90% of the selected leather**

### \* COMBO C.O.M. AND C.O.L.

- Combo with C.O.M. (fabric) and C.O.M. (fabric): **Use Grade C**
- Combo with C.O.M. (fabric) and Jaymar fabric: **Use Jaymar grade**
- Combo with C.O.M. (fabric) and C.O.L. (leather): **Use Grade C**
- Combo with C.O.L. (leather) and C.O.L. (leather): **Use \*\*Grade CI**

**\*\*To calculate Grade CI:** take the difference between Grade C & B from your price list and add that amount to gr. C.

**Example:** Grade C: \$600 – Grade B \$550 = \$50; therefore, **Grade CI:** Grade C: \$600 + \$50 = **\$650 (Grade CI)**.

- Combo with C.O.L. (leather) and Jaymar leather: **Use Jaymar grade**

## Price List – Cup holders, Accessories & Options

### Cup holders & Accessories

| CUP HOLDERS –Available on certain models. (N/A on 6" arms or arms with padding.)    |                                                                                     |                                                                                       |
|-------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|
| METAL                                                                               |                                                                                     |                                                                                       |
| Silver                                                                              | Brown                                                                               | Matte Black                                                                           |
|    |    |    |
| \$60 ea.                                                                            | \$60 ea.                                                                            | \$60 ea.                                                                              |
| ILLUMINATED                                                                         |                                                                                     |                                                                                       |
| LED Lighted Cup holder                                                              | LED Lighted Cup holder with Recliner control & USP Port                             | LED Lighted Cup holder with Dual Motor Control & USB Port                             |
|    |    |    |
| \$60 ea.                                                                            | \$85 ea.                                                                            | \$85 ea.                                                                              |
| ACCESSORIES                                                                         |                                                                                     |                                                                                       |
| Accessory Dock                                                                      | V51 Wine Glass Holder                                                               | V52 Plastic Swivel Tray Table                                                         |
|    |    |    |
| \$55 ea.                                                                            | \$55 ea.                                                                            | \$55 ea.                                                                              |
| V53 Wood Swivel Tray Table                                                          | V54 Tablet Holder                                                                   | V55 LED Lamp                                                                          |
|  |  |  |
| \$90 ea.                                                                            | \$60 ea.                                                                            | \$55 ea.                                                                              |
| *327 Wood Tray Table – for OPTIMA arm                                               | <b>Note: 327 Removable Shelf for OPTIMA</b>                                         |                                                                                       |
|  | Available only in certain OPTIMA models.<br>Dimensions vary depending on the model. |                                                                                       |
| \$190                                                                               | L x 11" D x 4" H                                                                    |                                                                                       |

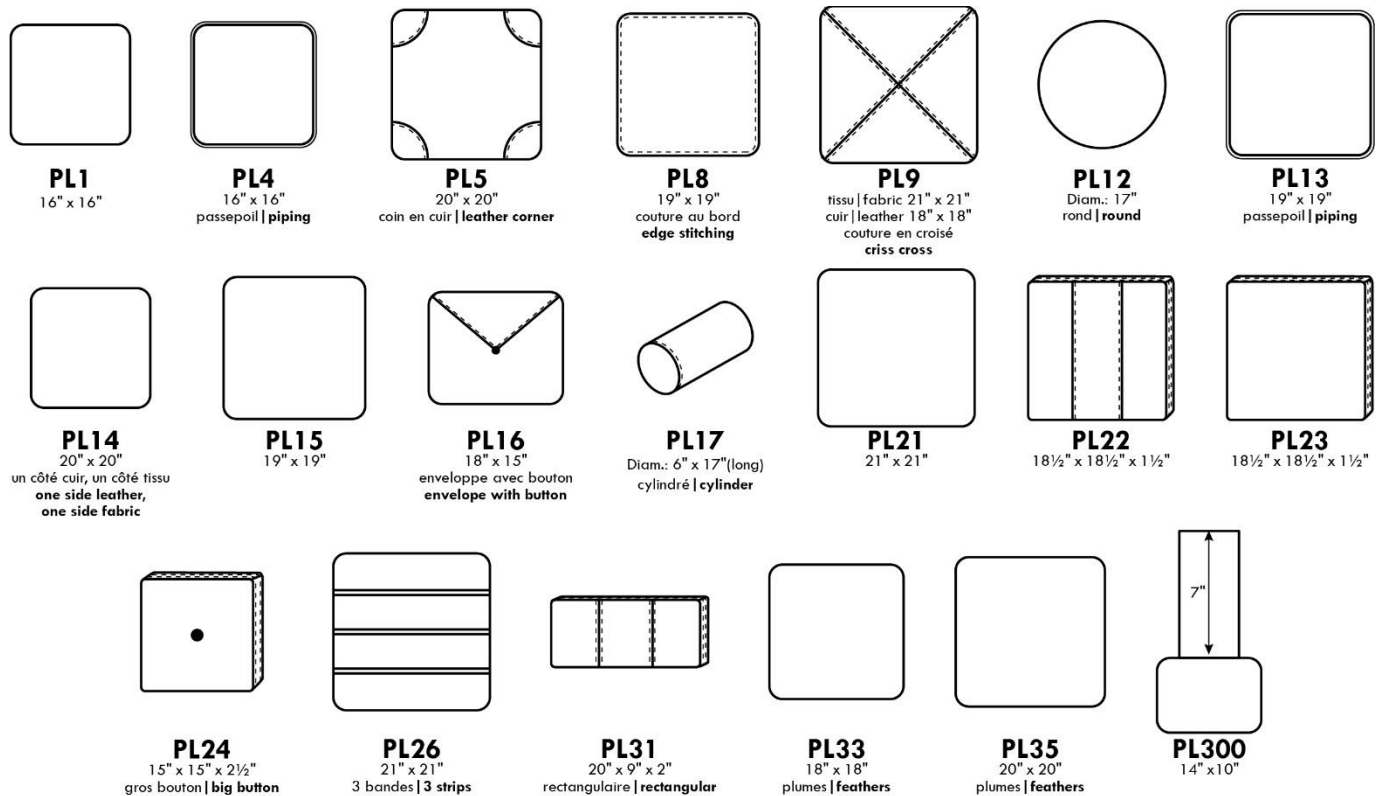
### Other Options

| OPTIONS                                                                                                | Price |
|--------------------------------------------------------------------------------------------------------|-------|
| Battery Pack for motorized recliner mechanism                                                          | \$200 |
| Contrasting Thread: on leather covers extra <b>per piece</b>                                           | \$ 75 |
| Foam: Extra FIRM or MEMORY foam extra <b>*per seat</b>                                                 | \$ 30 |
| *Exception for items:                                                                                  |       |
| – Lounge Chair items count as <b>2 seats</b>                                                           |       |
| – Apartment Sofa items count as <b>2 seats</b>                                                         |       |
| – 2-seater items with bumper section (048-024), (086-045), (167-168) (234-235) count as <b>3 seats</b> |       |
| – 1-seater items with bumper section (088-089), (178-179) count as <b>2 seats</b>                      |       |

### Sleeper Mattress

|                                                                                                                                                                                            | Single | Double | Queen |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|--------|-------|
| High Density Foam Mattress with 1 "memory foam with gel (5" Thick)<br>(Must be accompanied with appropriate mechanism)<br>Dimensions: Single 31" x 70"   Double 52"x 70"   Queen 58" x 70" | \$495  | \$495  | \$610 |

## Price List - Accent Pillows



| Code   | TYPE OF PILLOW                                                                                                                                                              | FABRIC<br>Each | LEATHER<br>Each |
|--------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|-----------------|
| PL 1   | Square pillow (16"x16")                                                                                                                                                     | \$ 40          | \$ 65           |
| PL 4   | Square pillow with piping (16"x16")                                                                                                                                         | \$ 45          | \$ 75           |
| PL 5   | Pillow with 4 leather corners (20"x20")                                                                                                                                     | \$ 65          | N/A             |
| PL 8   | Pillow with edge stitching (19"x19")                                                                                                                                        | \$ 45          | N/A             |
| PL 9   | Pillow Criss Cross (fabric 21"x21") (leather 18"x18"), <b>Plain fabric recommended</b>                                                                                      | \$ 50          | \$ 90           |
| PL 12  | Round pillow (17" diameter)                                                                                                                                                 | \$ 45          | \$ 75           |
| PL 13  | Pillow 1 side leather & 1 side fabric with leather piping (19"x19")                                                                                                         | \$ 65          | N/A             |
| PL 14  | Pillow 1 side leather & 1 side fabric (16"x16")                                                                                                                             | \$ 60          | N/A             |
| PL 15  | Square pillow (19"x19")                                                                                                                                                     | \$ 50          | \$ 85           |
| PL 16  | Pillow envelope with button (18" x 15")                                                                                                                                     | \$ 50          | \$ 90           |
| PL 17  | Cylinder Pillow 17" long, 6" diameter                                                                                                                                       | \$ 50          | \$ 85           |
| PL 21  | Square pillow (21"x21")                                                                                                                                                     | \$ 50          | \$ 90           |
| PL 22  | Square pillow non- reversible (18.5"x18.5"x1.5")                                                                                                                            | \$ 45          | \$ 90           |
| PL 23  | Square pillow non- reversible (18.5"x18.5"x1.5")                                                                                                                            | \$ 45          | \$ 90           |
| PL 24  | Pillow (15"x15"x2.5") with big button                                                                                                                                       | \$ 50          | \$ 90           |
| PL 26  | Square pillow (21" x 21") 3 one-inch-wide leather trims spaced at 4.5"<br><b><i>Fabric with leather or fabric trim   Leather with leather trim (may be contrasting)</i></b> | \$ 65          | \$ 90           |
| PL 31  | Rectangular pillow 20"L x 9"H                                                                                                                                               | \$ 45          | \$ 85           |
| PL.33  | Square <b>Feather</b> Pillow (18" x 18")                                                                                                                                    | \$ 75          | \$115           |
| PL.35  | Square <b>Feather</b> Pillow (20" x 20")                                                                                                                                    | \$ 85          | \$130           |
| PL 300 | Detachable head rest (14"x10")                                                                                                                                              | \$ 40          | \$ 75           |