

Sofa care guide

Some important homecoming tips
for your new Plush sofa.



plush.com.au



think sofas

IMPORTANT INFORMATION: PLEASE READ AS SOON AS POSSIBLE

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You will love your new Plush sofa

Congratulations on your purchase of a beautiful Plush sofa, which has been designed to give you years of comfort, enjoyment and enduring quality.

Like any product which is hand-made from a natural material such as leather or a finely milled fabric, there are many things you need to be aware of to ensure the life of your lounge is long and enjoyable.

This booklet is designed to give you a detailed understanding of your lounge, including how to care for it from the day it arrives in your home.

Why choose a 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.

Important to read in the 48 hours from your purchase

You won't be able to make changes to your order after 48 hours.

1. Please ensure the furniture will fit in your space and purchase can be delivered without obstruction. Refer to page 8 for more information.
2. Unfortunately, we will not be able to sell individual pieces of a modular lounge beyond your initial order due to minor colour differences and alignment issues. Refer to page 14 for more detail.
3. Ensure your lounge configuration, colour and fabric/leather type on your sales order form are correct.
4. Please ensure you have read and understood all terms and conditions on your sales order form.
5. Re-arrangement of your modular pieces may result in uneven alignment. Ensure your order reflects how you wish to configure your lounge.



Are you prepared for delivery of your lounge?

Important considerations upon arrival

Initial compression

Your lounge has been tightly wrapped and insulated for protection in transit, as a result, you may find some compression on the padding - this is entirely normal. Refer to the care instructions for more detailed instructions on how to care for your lounge when it arrives.

Divides in modular lounges

For the convenience of our customers, most Plush lounges are designed in modules to assist in delivery and relocation. This can result in a divide between the seats - please note that this is standard practice to avoid damage to the suspension, covering and alignment during the settlement period.

If you need to relocate your modular lounge, please refer to page 14 for examples on how the lounge can be connected, to ensure no damage occurs to the structure and alignment of your lounge.

Firmness upon arrival

To allow for comfort, we must ensure adequate suppleness from our leathers & fabrics, to ensure they follow the contour of the lounge during its settlement period.

You may notice when your lounge first arrives that it is firmer than the one you

have felt in our showroom. This is by design, as our suspensions need time to settle with daily use. In our showrooms, the design allows for the suppleness in the leather to contribute to the overall comfort of the lounge, with that comfort only increasing over time.

Leather imperfection

Leather is a natural product and you will notice many imperfections which are evidence of genuine leather. Please refer to pages 12-13 for a detailed description.

Please follow the care instructions on pages 18–21 of this booklet to help keep your lounge in the best possible condition. Leather, being a natural product, needs regular cleaning and conditioning — without this, it can dry out, crack, or peel over time.

If your lounge is not cared for as recommended, or is used in a way that is abnormal or inconsistent with the instructions provided, this may cause damage and shorten its lifespan. To the fullest extent permitted by law, Plush will not be responsible for repairing damage caused by lack of proper care or other abnormal use.

By following all of the tips and instructions on pages 18-21, you will ensure years of enjoyment with your lounge.

Are you prepared for delivery of your lounge?

Delivery considerations



Ensuring safe delivery & installation

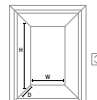
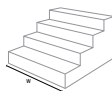
It is important to ensure our delivery technicians can safely deliver & install your lounge without any risk to your furniture or themselves.

Please ensure you have considered your doorways, passageways, driveway & any stairways when making your purchase, and that you communicate this clearly and in advance with us to prevent any issues during delivery. Please contact our despatch team to notify us of any narrow doorways, stairs or other potential delivery access issues by calling **1300 PLUSH (1300 075 874)**.

Your delivery fee includes delivery up to two flights of stairs. A flight of stairs is defined as one uninterrupted set of up to 10 steps (with no turns or landings). If delivery requires more than **two flights of stairs**, or delivery to level 2 or higher, an additional charge of \$25 per level will apply.



Please read our Fit Guide



Tracking your order

You can also track the progress of your lounge at any time via plush.com.au/order-status



Finalise your balance in advance to avoid delivery delays

Once we have a projection on the earliest possible delivery date, we will contact you with a tentative booking date. Please note that we cannot deliver your furniture with an outstanding balance, and suggest finalising your balance as soon as possible to avoid any delays to your tentative booking date.

You can finalise your balance in-store, or easily via the website at plush.com.au/order-status

After this initial contact, we will reach out again to confirm the delivery date. Our distribution team optimise our delivery route to ensure we can deliver as many orders to our customers, as promptly as possible.

The day prior to your delivery, you will receive an SMS from our transport

system providing a very approximate 3-4 hour delivery window for your convenience.

Please note that customer home delivery times are difficult to estimate so there is a possibility of delays on the day.



Please ensure you are available on the day to receive delivery

- Once you have accepted your delivery date please ensure you are available on that day to receive delivery.
- As our team will assemble and place your furniture, they cannot leave goods unattended.
- Please note any packaging will be your responsibility, as our delivery team cannot take it with them.
- Please ensure your placement area is clear, as our delivery drivers won't be able to move your existing furniture.
- All delivery fees are paid on the day of delivery to our delivery technicians.



We're unable to store your goods

Our Distribution Centres are designed for efficient transfer of product from our manufacturers direct to customer. As such, we cannot offer storage or hold orders. Delivery of all Custom-Made products must occur within 21 days of arrival.



We don't deliver & service everywhere

We make every effort to deliver & service to as many regions across the country as possible. However there remains areas outside of our delivery & service network. In such a scenario, you must be aware of some limitations.

If you do move your furniture outside of delivery & service network, in the event of a fault with your furniture, we would need you to arrange to bring your furniture back into a service area for a service assessment.



Check your goods before storing

If you plan to store your lounge prior to installation, please ensure you check all goods upon taking possession, as any manufacturing faults must be addressed at this time.

Unfortunately, as Plush cannot verify if a fault has occurred from manufacturing or from negligence, we cannot validate claims made after prolonged storage of goods.

We've got your back

10 Year Frame Warranty

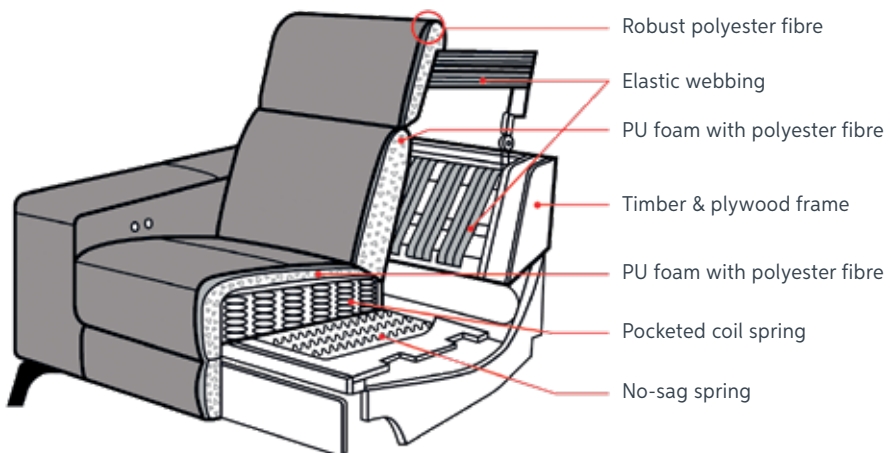
All of our leather and fabric lounges are protected by a 10 Year Frame Warranty, covering structure and framework. Please refer to pages 25-27 for full details.

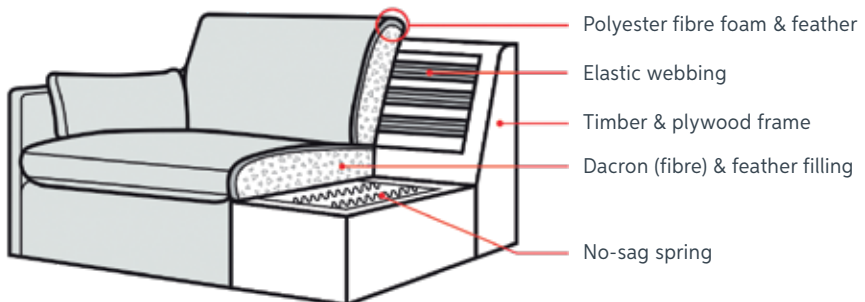
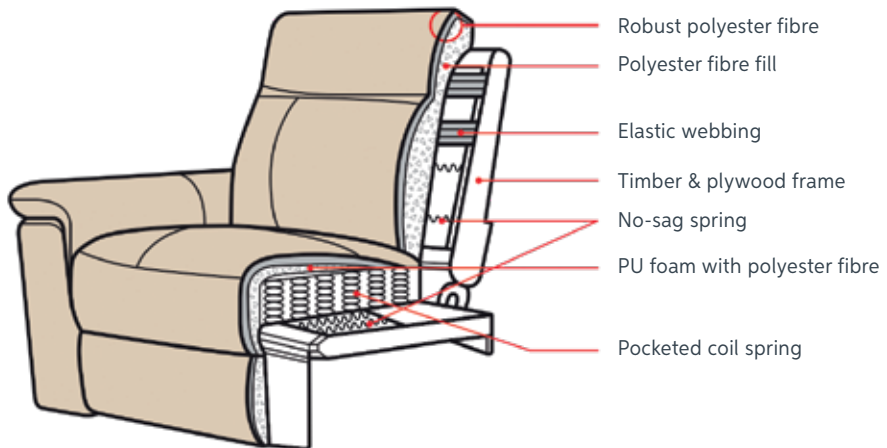
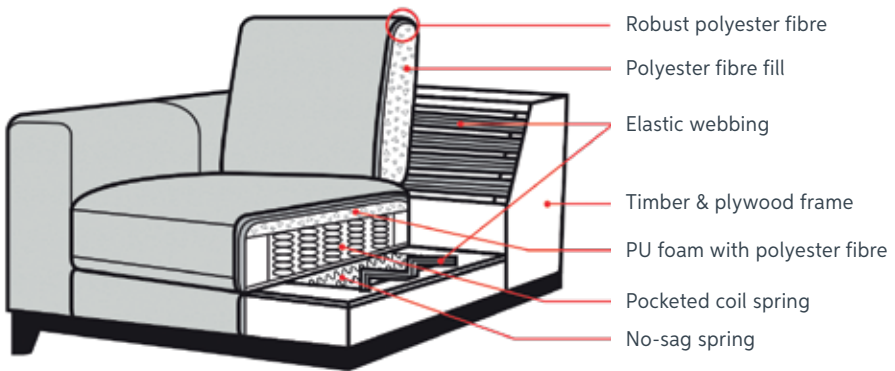
All lounge frames are constructed from a combination of structural components, engineered to give the frame strength and durability for many years.

Each manufacturer has a slightly different method and you can see various examples of the method our frames may be constructed on the facing page.

The common characteristics to all of these methods are:

- Kiln dried timber acting as the main structural support
- Resilient high density foam core in all cushions
- Robust polyester fibre fill and Dacron filling for support and shape
- Zig-Zag springs or highly tensioned elastic webbing seating support





About our leathers

Natural features of leather

As a natural product, leathers are beautiful look and the luxurious feel give it year round comfort and appeal. Its unique ability to breathe also makes it ideal in almost any situation.

The hallmark of genuine leather is its natural markings and imperfections - nature's signature. Because of its organic properties, there is no one hide the same. From horn wounds and barbwire scratches, to thickness variations affecting colour, these markings make your piece unique.

Grain wrinkles, stretch marks and closed scars are also typical characteristics of leather, the result of age, movement and comfortable wear. This further stamps its authenticity as a natural product.

Leather is a natural product. All of these imperfections are evidence of the product being genuine leather and are not considered to be defects in any way. Without a doubt leather is the most luxurious and practical covering for upholstered furniture. Enjoy living with leather as, over time, it will adapt itself to your lifestyle and give you a truly personalised feel.

Vintage look & feel

The natural, vintage-look leather is a top-grain leather that is carefully finished to accentuate its natural surface markings, textures and colour variations. We go to great lengths to use only the highest quality leather, but variations are just part of the individual appearance.

Each hide is as individual and unique as a fingerprint, showing scuffs and scratches that bring character to each piece and serve proof of its authenticity, distinguishing genuine leather from man-made look-alikes.



Scars & insect bites



Wrinkles & wounds



Colour variation

During the specialist finishing process, a protective surface of wax is hand rubbed onto each hide to achieve a slightly distressed appearance.

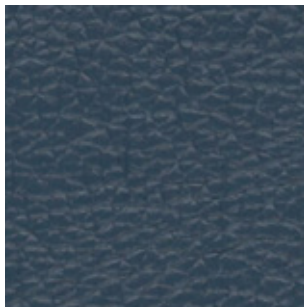
When the product is first unpacked, you may notice a waxy film on the surface of the leather (like a grey dust). This is part of the unique finishing process, which will sink into the hide with use to create a rich, smooth lustre, deepening into a beautiful aged look. Rub gently with a dry cloth to bring out the shine.

Type of leather

There are many types of leather which are suitable for different uses. How do we know what is the best leather for our needs? Simple! Your lifestyle will determine which is right for you. To make it even easier, we have grouped our leather into three lifestyle categories: Protection, Performance and Natural.

Protection — robust & resilient

Active families require leather that offers a high degree of protection and is particularly forgiving. It is highly resistant to liquids, sunlight and handles the wear and tear that an active lifestyle demands. Protection leather requires little maintenance and has been embossed to ensure consistency in colour and texture. Ideal for families.



Protection

Performance — extra softness & protection

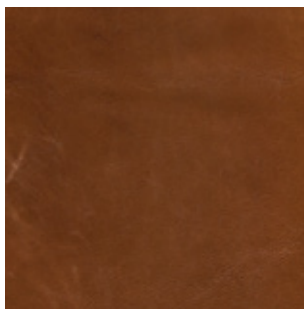
For those not so active, yet everyday users, who enjoy the luxury of feeling soft leather. It is the best of both worlds. It combines softness with durability. This leather shows all of the distinctive markings of the animals life. It combines glove like softness with good resistance to wear and tear.



Performance

Natural and/or Vintage — lightly protected or unprotected leather

This leather possesses natural beauty and is the most valuable of all. Natural markings enhance the overall appearance. Natural leather can be treated with only the lightest impregnation of pure Aniline dye, which will show many shade variations and add richness to the colour. For a more uniform look, Natural leather can also be treated with a Semi-Aniline dye, yet still showing some natural markings and characteristics of the hide.



Natural

Modular lounges, recliners & adjustable headrests

Reclining armchairs & lounges

Armchairs and lounges with a reclining mechanism offer you the ability to change the inclination of the back, positioning the legs horizontally, and changing the seating position so that you can recline. If you have purchased an armchair or a lounge with the wall saver sliding function, you will be able to recline it without having to move your upholstered furniture away from the wall. The electric recliner mechanism allows you to finely adjust the back inclination and the foot rest position as preferred.

Please Note:

- The footrest must be retracted prior to standing up from the seated position
- Do not sit on the arms, backs or footrest when the recliner is in the open position
- Always keep hands and feet clear of moving parts
- Only use the electronic mechanism to operate the unit
- Always disconnect the electrical cord attached to the unit from power before cleaning or moving the unit
- Please remove any obstacle obstructing the mechanism, for example plush rugs or coffee tables, before operating

Lounge alignment & quality control

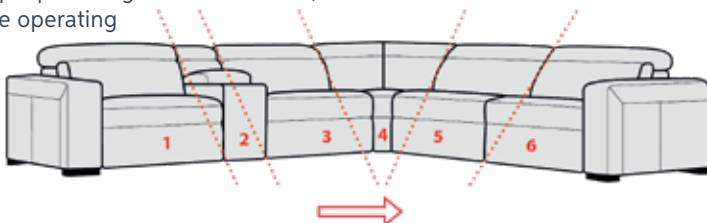
Rearrangement of modular pieces from what was originally ordered can result in an uneven alignment. To ensure the best fit for your lounge, the arrangement of modular pieces is crucial.

Our lounges are carefully crafted by hand, following the configurations ordered. We arrange the pieces from left to right and assign them sequential numbers to maintain the original order you selected (pictured below).

During delivery, our drivers will assemble the lounge in the exact sequence you requested.

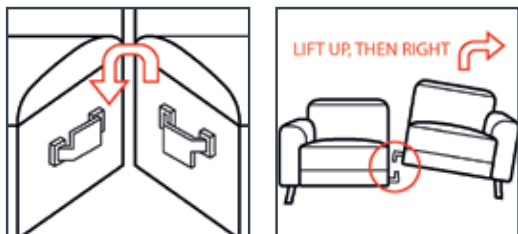
If you decide to rearrange the order of the modular pieces, it may be possible, but please note that this may result in some irregular gaps and slight misalignment

We do not allow customers to add an additional piece into an existing lounge as the new piece will differ in wear and tear. In addition, as your lounge is a hand-made product, heights and lengths may differ slightly between batches causing irregular gaps and misalignments, especially those lounges with adjustable headrests and reclining capability.

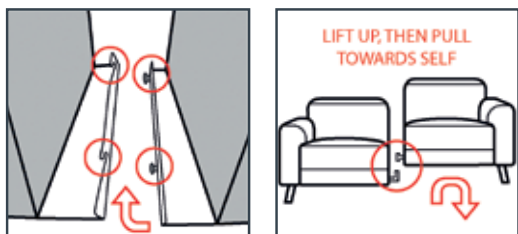


Modular connections

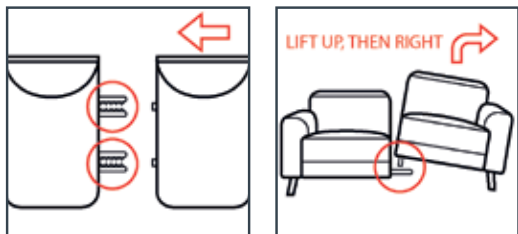
If you need to relocate your modular lounge, please ensure you disconnect the interlocking connections prior to moving. **Dragging or lifting a connected lounge can cause permanent damage to both the frame, and the alignment.** Follow the applicable diagram steps below to disconnect, and the reverse to reconnect. For your safety please ensure all lounges are reconnected prior to use.



If your lounge connects via two clips, ensure that both are connected prior to use. Both clips must be fully bedded in the clip. Risk of tipping or damage can occur if clips are not properly connected.



If your lounge connects via a track, ensure that both the front & rear connectors are properly bedded in the track before use. If only one connection is established, it can cause alignment issues and risk of tipping.

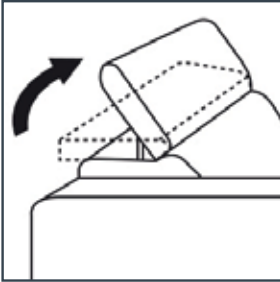


If your lounge connects via teeth and peg, ensure it makes a clicking noise as each tooth locks against the peg. Ensure both connections are secure to avoid any risk of tipping.

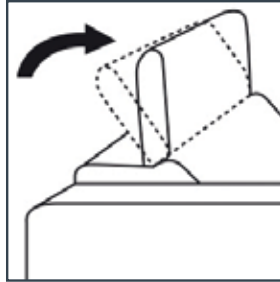
How to use the click-clack mechanism

A new innovation in lounge design is the click-clack mechanism which enables the adjustment and locking of arms, backs and (or) headrests in some lounges. Care should be taken when using this mechanism. In most cases, to adjust upwards simply lift up.

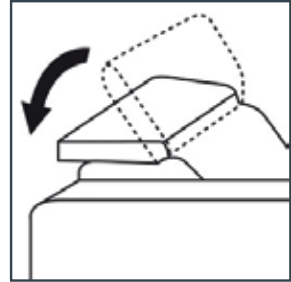
To return to its original position pull upwards gently and lift to release the lock, then gently push down to original position. Do not sit, stand or use excessive force on an adjustable arm or back in its adjusted or original position.



(1) To Lift Up



(2) Pull & Release



(3) Back To Original

Powered Components

Battery longevity & maintenance

Please ensure you follow the battery care instructions delivered with your lounge. Never allow the battery to be fully depleted, and ensure it is consistently charged every 21-28 days, even if used sparingly. Each battery has a lifespan of up to 12 months.

Plush does not sell batteries separately. To purchase another battery-pack after 12 months, you need to buy from an external battery supplier.

It is important to note that the battery's longevity largely depends on whether it is charged in accordance with the instructions provided, to ensure optimal performance.

Please be aware that leaving a re-chargeable battery on charge for too long poses a fire safety risk. Never over-charge for longer than directed.

Being a lithium battery, we strongly suggest for safety reasons, that you replace and do not use the battery packs for longer than 12 months. Refer to our Conditions of Sale & Warranty information for more detail.

We cannot retro-fit battery power to an existing electric-powered lounge or after a lounge has been ordered. It must be decided at the time of ordering the lounge.



Scan to access battery care instructions

Phone charging compatibility

Due to iPhone model compatibility limitations, certain iPhone models may not charge properly when using the lounge phone charger.

The lounge phone chargers are designed to work with most iPhone models; however, we cannot guarantee compatibility with all iPhone models. Some iPhone models, particularly older or specially configured devices, may experience issues with charging, including:

- Slow charging or failure to charge when connected.
- Intermittent connection or disconnection during charging.
- No response when attempting to charge via the lounge phone charger.

This limitation is a result of factors outside our control, including but not limited to iPhone software updates, hardware differences, and charging port configuration.

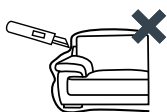


Care & maintenance

Caring for leather & fabric lounges

There is no doubt leather is one of the most beautiful and practical coverings for upholstered furniture. Durable and hard wearing, if maintained correctly, it's a product that will provide years of trouble free enjoyment. There are, however, some very important care tips that must be followed to prolong the life of your leather.

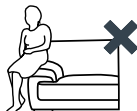
Important things to avoid



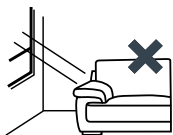
- 1 If you are removing any protective wrapping do not use any sharp tools which could damage the leather or other upholstered covering.



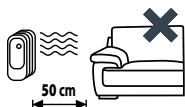
- 2 If you move your lounge do not lift or drag it by the cushions which are sewn into the frame. The correct way to move it is by lifting the lounge, at each end, from the base.



- 3 Please do not sit on the armrests and backrests. They are not designed for seating and could potentially damage the frame.



- 4 To prevent fading, lightening, or discoloration of the leather or fabric, do not allow any part of the lounge to be directly exposed to sunlight. Prolonged exposure to intense sunlight can cause excessive drying and cracking of the leather.



- 5 Ensure that every edge or part of the lounge is placed at least 50cm away from any heat source, including electric or gas heaters.

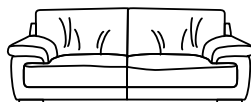
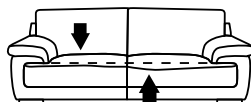
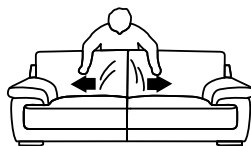


- 6 Never use solvents, abrasives, shoe or saddlery care products. To ensure your warranty is not voided, only ever use Plush fabric & leather care products as they have been tested and designed across our entire range of fabrics and leathers. These are available at your local Plush store or online.

Dye transfer is an effect of some types of dyes. Denim and coloured synthetic fabrics, combined with the heat and friction of use, may transfer dye to the covering of your lounge. This is not a manufacturing fault and it is best to avoid these types of clothes when using your lounge. Avoid chlorine or wet swimming costumes. Chlorine is a bleach which will damage the fibres of the leather and can contribute to water marks, mould and dye transfer.

Normal wear & regular usage

- 1 Following delivery you may notice slight compression on the padding of your lounge. Straight after delivery, and on a regular basis thereafter, it is necessary to model your lounge to ensure the padding and cushions return to its initial appearance.
- 2 Softening of padding and cushions will occur over time. This will cause light creasing, wrinkling and slight stretching of the leather which is considered to be normal wear, enhancing the look and feel of leather.
- 3 Softening of seat cushions over time is completely normal and is not considered a defect in any way. Sitting on one particular seat most of the time will cause that seat to soften more than the others. For an even wear, alternate your choice of seat regularly.



Fabric & leather puddling

As our lounges are optimised for comfort, our covering must allow for softening over time. These coverings are adapting to a plush and tender filling, and must transform with your lounge over time.

Please note that this is considered normal wear and tear. If we prioritised a taut material over a rigid surface, the material would stay pristine, but unsuitable for comfort.



Example of normal puddling on leather lounges

Care & maintenance

Regular care & cleaning of leather lounges

Cleaning Performance leather

Do not allow dust to accumulate on the leather surface. Weekly, wipe dust off with a soft, damp cloth or using an authorised product purchased from Plush Furniture.

Weekly, wipe dust off with a soft, damp cloth and regularly clean your leather with a Plush Shield® care product to ensure your product is covered under our warranty. Failure to do so will result in dust and dirt being embedded in the grain which could cause the leather to peel or crack.

Periodically (every 6-8 weeks), clean, condition and protect the entire leather surface using a Plush Shield® Leather Care Kit designed and tested exclusively for our signature range of leathers. The Care Kit can be purchased from any Plush store and online (plush.com.au).

Cleaning Vintage leather

Regular maintenance is important to keep your Vintage look leather looking its best. Dust gently with a soft cloth to keep it free of surface dirt. Noticeable soiling can be wiped with a clean, damp cloth. Take care not to soak or vigorously rub the leather and always wipe with a dry cloth after cleaning.

Never use detergent on the leather. To clean further, only use a Plush Shield® leather care kit which can be purchased from any Plush store to ensure your warranty is not void.

Consult a specialist leather upholstery cleaner if badly soiled. Watch out for sharp objects, belt buckles and pets' claws. Keep lounge out of direct sunlight to avoid fading. Keep away from direct heat.

Food, grease & spot cleaning

Any spills must be removed immediately using a soft, non abrasive damp cloth or absorbent paper, applying minimal pressure from the outside of the stain moving towards the centre.

To clean further, use only a Plush Shield® leather care kit, which can be purchased from any Plush store or online. Follow the specific spot cleaning instructions provided with the kit.

Dye batch variation of leather

Due to the bespoke nature of our lounges, it is important to be aware that dye-batches for both leather & fabric can differ from the model on display and the samples seen in the showroom.

Medication, sweat & body oil protection

Some medications can be excreted through sweat and body oil and can damage the surface coating of your leather. These medications can include – blood pressure, chemotherapy, diabetes, and heart medications. It is important to prevent body oils from building up on your lounge surface by regularly cleaning and conditioning the leather, and considering the protection or covering of high use areas in these instances.

Care & maintenance

Regular care & cleaning of fabric lounges

General care & characteristics of fabric lounges

Try to keep pets off the furniture and be careful of belts, toys and watches as they may snag the fabric. Do not pull loose threads; tie a knot and/or cut them instead. It is important to plump the cushions after everyday use, particularly those filled with fibre fill or feathers, and to smooth out the surface to prevent permanent creases forming. Any reversible seat and back cushions should be turned regularly.

Care & cleaning of fabric lounges

Refer to the instructions before cleaning. Only use a Plush Shield® Fabric Care Kit, which can be purchased from any Plush store.

This is important as it has been designed and tested with our fabrics in mind and will ensure your warranty is not void. For spot cleaning and stain removal, please follow the instructions provided with the kit.

Use a low suction vacuum or light brush to clean your furniture weekly to remove any accumulated dirt and dust. Clean all parts of the suite together as slight colour changes can sometimes occur. Do NOT use solvents, general cleaning fluids or any products containing silicone.

Fabric pilling

Pilling can occur as a result of normal daily use and is not considered as a fault. There are many variables that can attribute to pilling such as, climatic conditions, atmospheric purity and the user environment. Even specific types of clothing can transfer pills from clothing to the fabric.

As the fabric surface is rubbed a single or small group of fibres on the surface begin to twist forming what is known as 'pills'. Often the catalyst for this is a foreign fibre or speck of dirt. Pilling can successfully be removed by the use of a battery operated de-pilling tool available from most haberdashery stores. Velvet and chenille type fabrics have a raised surface texture, which is exposed to flattening and shading, this is an important characteristic of the fabric to know and is not considered a fault in any way.



Learn how to care for your lounge with a Plush Shield® care kit

Rug care & important information

| Rug type | Important information | Care instructions |
|-----------|---|---|
| Wool | <p>Naturally durable and resilient, we offer coverage on manufacturing defects including unravelling or knotting.</p> <p>Improper cleaning, excessive moisture or misuse may lead to rug damage and not considered a manufacturing fault.</p> <p>Fading from prolonged exposure to sunlight or UV is not considered a manufacturing fault.</p> | <ul style="list-style-type: none">• Ensure protected from excessive sunlight or UV exposure• Regular vacuuming and professional cleaning |
| Viscose | <p>We will cover against defects in workmanship and materials like tearing, fraying or dye issues.</p> <p>Damage from high foot traffic, improper cleaning methods and stains by food, liquids or chemicals are not considered manufacturing faults.</p> <p>Fading from prolonged exposure to sunlight or UV is not considered a manufacturing fault.</p> | <ul style="list-style-type: none">• Ensure protected from excessive sunlight or UV exposure• Clean spills immediately and use a professional cleaning service only for delicate care |
| Polyester | <p>We will cover manufacturing defects like loose stitching, fraying and unravelling.</p> <p>Damage from high foot traffic, improper cleaning methods and stains by food, liquids or chemicals are not considered manufacturing faults.</p> <p>Fading from prolonged exposure to sunlight or UV is not considered a manufacturing fault.</p> | <ul style="list-style-type: none">• Ensure protected from excessive sunlight or UV exposure• Regular vacuuming and professional cleaning |

| | | |
|---------------|---|---|
| Leather Hide | <p>Coverage against defects in leather and construction like peeling, cracking or separation.</p> <p>Damage from water exposure, staining, excessive moisture or misuse are not considered a manufacturing fault.</p> <p>Fading from prolonged exposure to sunlight or UV not considered a manufacturing fault.</p> | <ul style="list-style-type: none"> • Keep in a dry environment with moderate temperature control • Clean with a dry, soft cloth and maintain with appropriate leather care products |
| Pet Yarn | <p>Coverage against defects in material and workmanship like unravelling or tearing.</p> <p>Damage from excessive pet activity, stains from pets or misuse are not considered a manufacturing fault.</p> | <ul style="list-style-type: none"> • Vacuum regularly • Treat any stains promptly with non-abrasive cleaners |
| Polypropylene | <p>Coverage against defects in material and manufacturing like fraying or loose threads.</p> <p>Fading from prolonged exposure to sunlight or UV not considered a manufacturing fault.</p> <p>Staining from food, liquids or chemicals are not considered a manufacturing fault unless treated immediately.</p> | <ul style="list-style-type: none"> • Vacuum regularly and spot clean spills promptly • Professional clean deeper stains or dirt |



Plush-Shield®

Prepare yourself for the unforeseen circumstances so you're spending less time worrying about your furniture and spending more time on it!

The optional Plush-Shield® is a one-time investment which covers you up to the value of your lounge for an accidental incident including one of the following: rips, cuts, tears, cigarette burns, crayon or marker, ballpoint pen, human bodily fluids (exclusions apply). See the full list of exclusions and what an accidental incident is below.

Plush-Shield® includes:

1 x complimentary care kit for day-to-day maintenance.

1 x claim for Accidental Damage. Terms & conditions apply.

Please ensure regular cleaning and maintenance of your new furniture to ensure longevity and your warranty is still valid. A build-up of sweat and residue from neglect will void your warranty.

All cleaning must be carried out only with the Plush cleaner that is

a complimentary addition to your Plush-Shield®. Our cleaners have been developed exclusively for our signature range of leathers.

If you have purchased the Plush-Shield®, please ensure you have received a copy of the Plush-Shield® Leaflet, which includes further details on the benefits for your new lounge.

If you would like to include Plush-Shield® on your lounge, please contact your local showroom or call **1300 PLUSH (1300 075 874)** at least 1 week prior to delivery.

For a full list of the Terms & Conditions please visit: **plush.com.au/accidental-damage-warranty-terms-and-conditions**.



Scan the QR Code for the full terms & conditions.



Watch our video on how care kits will protect your lounge. Scan the QR code.

Definition of Accidental Damage

1. Sudden and Unexpected – the damage must occur unexpectedly and suddenly, not because of gradual wear and tear.
2. Unintentional – the damage must be unintentional and not caused deliberately.

An accident often suggests an element of carelessness or inattention leading to an event. An incident on the other hand, refers to something that would occur regardless of attention or care.

Warranty information & legal rights

Plush 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. Full details of your consumer rights may be found at www.consumerlaw.gov.au.

Warranty Against Defects

- 1. Our warranties against defects and remedies under these warranties are in addition to other rights and remedies of the purchaser under the Australian Consumer Law. Should your product be defective, you may choose to make a claim under the Australian Consumer Law or the Plush Warranty Against Defects.

Warranty Period

- 2. Unless otherwise specified in writing by Plush (e.g. in a Sales Order), Plush warrants that:
 - 2.1. The frame used in each Plush lounge is guaranteed against failure due to a manufacturing defect for 10 years;
 - 2.2. The electronic and motion components for all recliners and sofa beds (excluding batteries and transformers) are guaranteed against failure due to a manufacturing defect for a period of 2 years from date of purchase.
 - 2.3. All components of your product other than 2.1 and 2.2 above (including leather, fabric, lacquered and other timber finishes, chrome and metal, glass and marble, travertine and macstone) are guaranteed against failure due to a manufacturing defect for a period of 10 years from date of delivery.
 - 2.4. Unless otherwise specified in writing by Plush (e.g. in a Sales Order) and subject to the other terms of this express warranty, Plush warrants that any Lithium Ion Battery Pack and transformer supplied by Plush to you (Battery Pack) will be free from manufacturing defects (Express Battery Warranty) for a period of 12

months from the date of purchase (Express Battery Warranty Period). To be entitled to claim under this Express Warranty, the defect in the Battery Pack must appear within the Express Battery Warranty Period;

- 2.5. If a product is replaced during the Warranty Period, the guarantee period for the replacement product expires on the same date as the Original Tax Invoice Date.
- 3. To be entitled to claim under the Plush Warranty Against Defects, the defect in the part or product must appear within the relevant time period set out in items 2.1, 2.2, 2.3, 2.4 and 2.5 above.

Pro Rata Schedule - Repairs

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 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.

| | |
|-----------|------|
| 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% |

Pro Rata Schedule - Refund

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.

| | |
|------------------|------|
| 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% |

Exclusions (subject to Australian consumer law):

4. To the maximum extent permitted by law, and subject to the Australian Consumer Law, Plush Limited is not liable, whether in contract, tort (including negligence), under any statute or otherwise, for or in respect of:
 - 4.1. normal wear and tear (refer to the Caring for Your Furniture). In this regard, please note that the following may occur as a result of natural and normal usage:
 - (a) leathers and fabrics will fade and crease;

- (b) foam and fillings will soften and form the shape of the user over time;
 - (c) depending on the covering and the degree of use, the covering materials, cushion fillings and suspension may need to be replaced periodically at the purchaser's expense;
 - (d) scars, marks and differing pore density and colour are natural characteristics of leather;
 - (e) the leather and fabric products are upholstered by hand and therefore, the size and weight of these products may have minor variations of up to 5% from the sample products or from any product specifications you have been quoted,
- 4.2. damage caused by spills such as acid, solvents, dyes or other corrosive materials, ink, paint, or human bodily fluids;
 - 4.3. damage caused by improper cleaning, negligence, treatment of the product with chemicals, exposing the product to the sun, extreme heat or bright light such as lamps, or otherwise caused by your acts and/or omissions; or
 - 4.4. the cost of transporting the Product to and/or from the specified place of repair or replacement.
5. The Warranty Against Defects is not transferable. It is limited to the original purchaser specified in the original Sales Order. The Warranty Against Defects only applies to products that are used for normal domestic purposes and excludes products used for commercial purposes.
 6. For the exclusions from Express Battery Warranty (separate to the Australian Consumer Law) please visit plush.com.au/terms-and-conditions.

Please refer to the 'Cleaning and Care Guidelines' online at plush.com.au/sofa-care;

How to claim a Warranty Against Defects:

7. To claim under these warranties against defect, the Purchaser:
 - 7.1. must cease using the product immediately after the defect appears; and
 - 7.2. must notify Plush within 7 calendar days after the defect appears;
 - 7.3. provide Plush a copy of the original Sales Order or tax invoice.

8. To make a claim, please scan the QR code below or go to **plush.com.au/service-request**.
9. Once a claim has been lodged with our service department, Plush will assess your claim, and contact you to discuss.
10. The Purchaser must bear the expense of making the claim, and the cost of all freight, house calls, labours and other items These will be charged to the Purchaser at standard Plush rates.

Remedies for Warranty Against Defects:

11. If a part or product is determined by Plush to have a manufacturing defect, Plush will, at the election of Plush, choose whether to repair or replace that part or product.
12. Under the Plush warranty against defects, the purchaser has the right to repair or replacement of the defective part or product only.
13. To the maximum extent permitted by law, unless expressly set out in these warranties against defect, and subject to any condition, warranty or right granted or implied under the Australian Consumer Law or any other law which cannot by law be excluded by agreement, Plush Limited has no liability to the purchaser under the Warranty Against Defects (other than repair or replacement of the defective part or product), whether in contract, in tort (including negligence), under any statute or otherwise, for any loss or damage of any kind suffered by you or any other person in connection with the goods including, but not limited to, indirect and consequential loss.

Ex-display or clearance items:

All clearance items are sold "as-is". Please ensure you check all goods carefully, as any known defects will be noted on your Floorstock Declaration. Plush Furniture will not be held liable for any damage that was noted at point of sale on your Floorstock Declaration, as this was the agreed upon condition of the lounge.



Scan the QR Code to log a warranty issue.

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ACN 080 012 595. ABN 55 080 012 595.



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