

A high-angle, close-up photograph of a mustard yellow tufted sofa. The sofa features deep button tufting on the backrest and seat cushions. It is positioned on a grey, textured rug. The background shows a light-colored wall and a white curtain. The text "Lounge Booklet" is centered over the sofa in a white, sans-serif font.

# Lounge Booklet

nick**scali**

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# On delivery of your lounge

Congratulations on your purchase of a beautiful Nick Scali lounge, which will give you years of comfort and enjoyment.

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.

Leather is a natural product and you will notice many imperfections which are evidence of genuine leather. Please refer to pages 17-18 for a detailed description.

Your lounge has travelled a long way to get to your home. Our Professional delivery team will deliver & assemble your lounge, including any connections for modular components. At this time you may find some compression on the padding - this is entirely normal. To ensure your lounge is safe in transport they are tightly wrapped and insulated for protection. Please refer to pages 10-16 for a detailed explanation, including other important tips to care for your lounge.

For the convenience of our customers, most Nick Scali 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 16 for examples on how the lounge can be connected, to ensure no damage occurs to the structure and alignment of your lounge.

New furniture can have a creaking or squeaking from time to time. Over time, with normal use, the surface becomes smooth and the creaking will reduce. All timber creaks naturally - think of floorboards, staircases and night time creaking throughout your house.

You have an obligation to care for your lounge in accordance with the care instructions set out on pages 10-16 of this Lounge Booklet. Failure to do so may result in damage to your lounge. In particular, leather as a natural product, is susceptible to cracking and peeling if it is not properly cleaned.

If you fail to take reasonable steps to prevent your product from becoming of unacceptable quality and your product is damaged as a result of such abnormal use (including the failure to properly care for the product as instructed), to the fullest extent permitted by law, Nick Scali will not be liable for repairing that damage to your product.

By following all of the tips and instructions on pages 10-16, you will ensure years of enjoyment with your lounge.





# Why choose Nick Scali furniture?

Nick Scali was established over 60 years ago and is now one of Australia's largest importers of quality lounges. Nick Scali sources its products from around the world, importing directly from some of the largest and most well respected manufacturers globally.

Quality is of paramount importance and Nick Scali goes to great lengths to ensure that all the lounges carrying the Nick Scali brand meet the most rigorous tests, so that they will stand the test of time. Nick Scali Furniture imports over 12,000 containers per year of furniture. This large volume provides great buying power, ensuring quality and comfort at a price you can afford.

## **Crafted by hand, just for you**

All our lounges are still crafted by hand, custom-made especially for you. We continue this tradition to ensure a level of quality that has become synonymous with the Nick Scali brand over the past 60 years. With this focus on both form and function, all our lounges are designed to emphasise both the aesthetic, and the inviting appeal of home.

To achieve this, we prioritise premium suspensions and fillings to ensure our lounges are as comfortable as possible, and avoiding rigidity for the sake of pure decoration. To allow for this comfort, we must ensure adequate suppleness from our leathers & fabrics, to ensure they follow the contour of the lounge during it's 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 (as pictured right), 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.

We consider furniture to be an investment in your home and future, so our lounges are designed to continue to develop in comfort for years to come.





# We've got your back

## Lifetime Frame Warranty

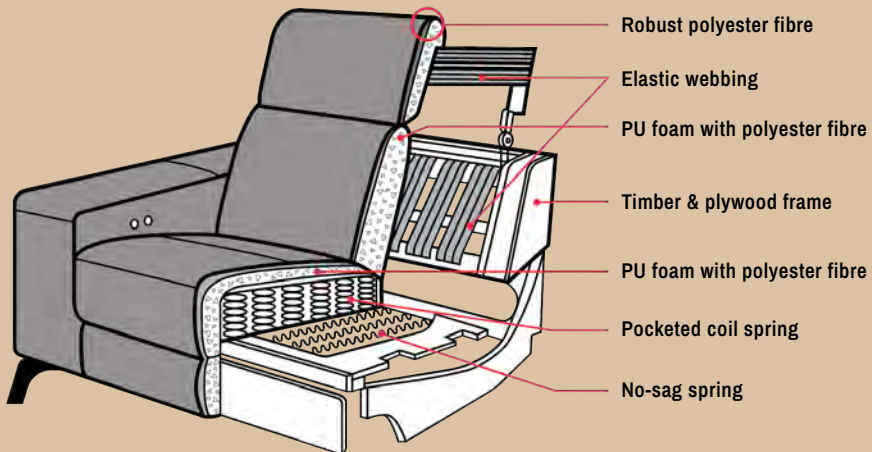
All of our leather and fabric lounges are protected by a Lifetime Frame Warranty, covering structure and framework. Please refer to pages 22-23 for full details.

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

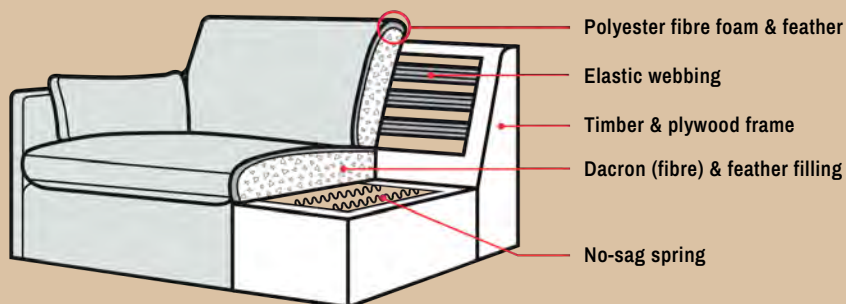
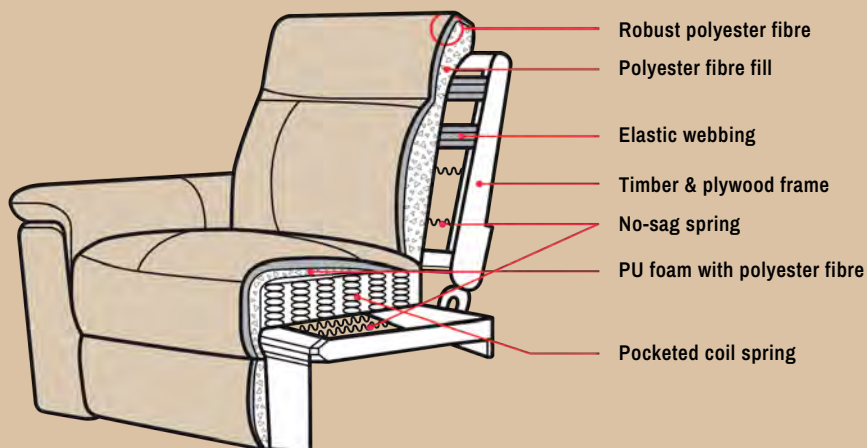
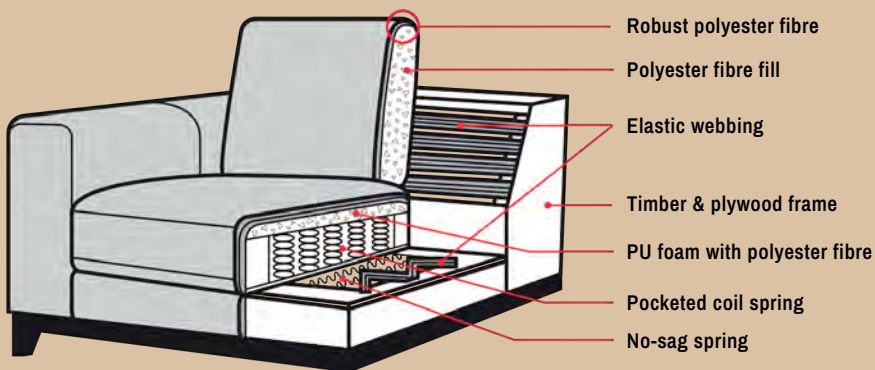
Each manufacturer has a slightly different method and you can see various examples of the method our frames may be constructed on the facing page.

### 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



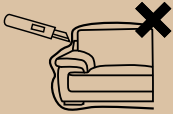




# Caring for leather & fabric lounges

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



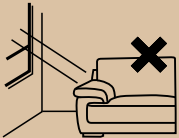
- 1 If you are removing any protective wrapping do not use any sharp tools which could damage the leather or other upholstered covering.



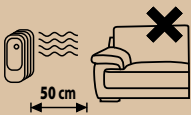
- 2 If you move your lounge do not lift or drag it by the cushions which are sewn into the frame. The correct way to move it is by lifting the lounge, at each end, from the base.



- 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.



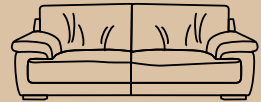
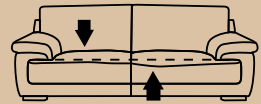
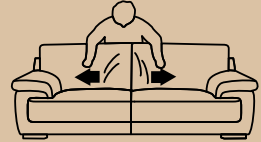
- 6 Never use solvents, abrasives, shoe or saddlery care products. To ensure your warranty is not voided, only ever use Nick Scali fabric & leather care products as they have been tested and designed across our entire range of fabrics and leathers. These are available at your local Nick Scali store or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

# 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 Nick Scali Furniture.

Weekly, wipe dust off with a soft, damp cloth and regularly clean your leather with a Nick Scali 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 (3-4 times per year), clean, condition and protect the entire leather surface using a Nick Scali Leather Care Kit designed and tested exclusively for our signature range of leathers. The Care Kit can be purchased from any Nick Scali store and online ([www.nickscali.com.au](http://www.nickscali.com.au)).

## 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 Nick Scali leather care kit, which can be purchased from any Nick Scali store or online. Follow the specific spot cleaning instructions provided with the kit.

## 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 Nick Scali leather care kit which can be purchased from any Nick Scali 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.

## 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.



## 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 Nick Scali Fabric Care Kit, which can be purchased from any Nick Scali 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.



Learn how to care for your lounge with a care kit

## 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.



# Adjustable features, connections & batteries

## 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

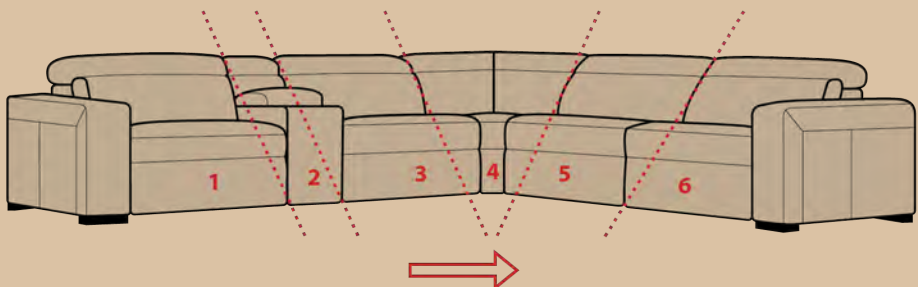
## Lounge alignment & quality control

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 top-right).

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.





**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.

Nick Scali 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.

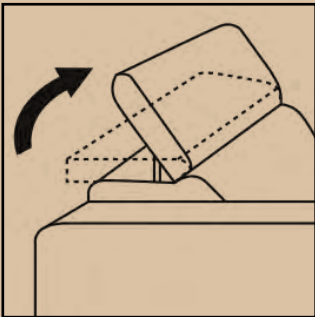


**Scan to access battery care instructions**

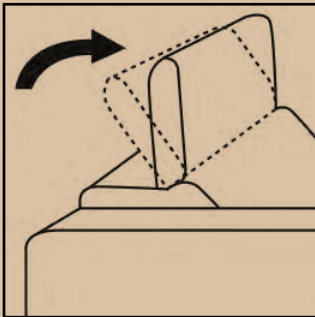
**How to use the click-clack mechanism**

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.

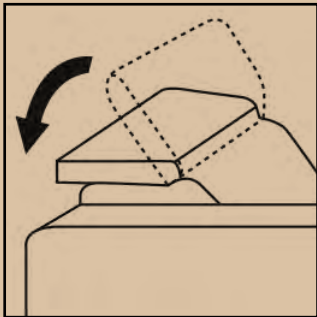
To return to its original position pull upwards gently and lift to release the lock, then gently push down to original position. Do not sit, stand or use excessive force on an adjustable arm or back in its adjusted or original position.



(1) To Lift Up



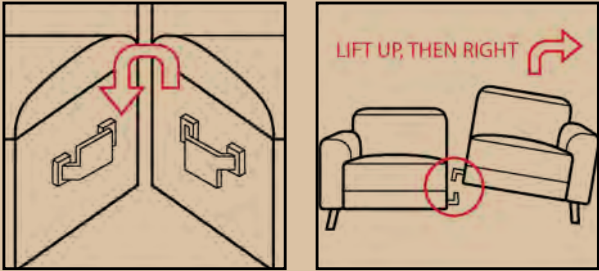
(2) Pull & Release



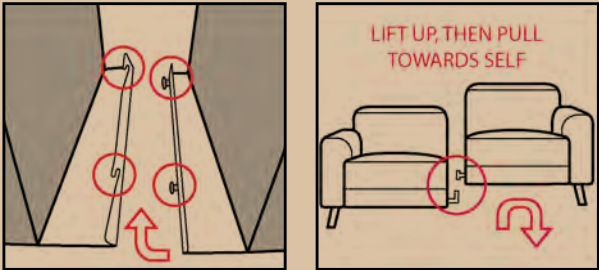
(3) Back To Original

# Modular connections

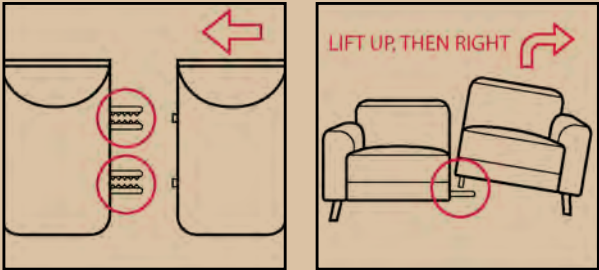
If you need to relocate your modular lounge, please ensure you disconnect the interlocking connections prior to moving. Dragging or lifting a connected lounge can cause permanent damage to both the frame, and the alignment. Follow the applicable diagram steps below to disconnect, and the reverse to reconnect.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

# Natural features of leather

As a natural product, leather's beautiful look and 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.

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.



Scars & insect bites



Wrinkles & wounds



Colour variation



# Types 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

# Delivery considerations

## Ensuring safe delivery & installation

Our sales team are here to assist you with finding the perfect lounge for your home. While this lounge solution may be ideal in your space, it is important however 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, as our sales staff cannot be held responsible for the specifics of your home. Please contact our despatch team to notify us of any narrow doorways, stairs or other potential delivery access issues by calling **1300 220 809**.



**Please read our Fit Guide**

## Delivery & service coverage area

We make every effort to deliver & service to as

many regions in Australia as possible. However there remains areas outside of our Delivery & Service Network. In such a scenario, you must be aware of some limitations.

For the safety of our customers & warehouse staff, we insist on professional couriers for any Pick-Up from our Distribution Centres. At this point, your chosen courier will become liable for furniture during transit.

Please also be aware that if there are any warranty issues outside of our Delivery & Service Network, that you will be responsible for arranging and financing the returning of your lounge to your nearest distribution centre for assessment.

## Independent storage of goods

If you intend 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 Nick Scali cannot verify if a fault has occurred from manufacturing or from negligence, we cannot validate claims made after prolonged storage of goods.



# Nick Scali Members Program

Over the years we've grown a strong following of loyal customers and so we thought it was about time we rewarded them for that. Today we introduce a few exclusive benefits, but there is more to come.

By joining you'll become truly in the know and gain access to exclusive product pricing and other benefits. You'll also be able to stay in the know about our sales, capsule and product releases through our community email newsletters.

## Members pricing

Gain access to members only pricing on selected items each month.

## Value across our range

Special discounts across entire categories from time to time.

## Peace of mind

10% discount on our Accidental Damage Warranty offering with any lounge purchase.

Become a member today and start saving!



Membership must be renewed every 12 months.  
Scan the QR code for full Terms & Conditions on our website.



# 5 Year Accidental Damage Warranty

Purchasing a hand-made piece of furniture is an investment in your home's look and feel, as well as your lifestyle. Prepare yourself for those unforeseen circumstances so you're spending less time worrying about your furniture and spending more time on it!

The optional Nick Scali 5 Year Accidental Damage Warranty is a one-time investment which covers you up to the value of your lounge for an incident including one of the following: rips, cuts, tears, cigarette burns, crayon or marker, ballpoint pen, human bodily fluids (excluding sweat and residue build up), food, beverages or lipstick.

The 5 Year Accidental Damage Warranty includes a complimentary care kit for day-to-day maintenance. Please ensure regular cleaning and maintenance of your new furniture, as build up of sweat and residue from neglect cannot be considered accidental damage.

Maintaining your leather lounge is essential for ensuring your lounges longevity & warranty – ensure that you are using only a Nick Scali cleaner like the one that is complimentary in your Accidental Damage Warranty, which has been developed exclusively for our signature range of leathers.

If you have purchased the 5 Year Accidental Damage Warranty, please ensure you have received a copy of the Accidental Damage Warranty Leaflet, which includes further details on the benefits for your new lounge.

If you would like to include the 5 Year Accidental Damage Warranty on your lounge, please contact your local showroom or call **1300 395 778** at least 1 week prior to delivery.

For a full list of the Terms & Conditions please visit: [www.nickscali.com.au/warranty-information](http://www.nickscali.com.au/warranty-information).



Scan the QR Code for the full terms & conditions.



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

# Warranty information

Nick Scali 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](http://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 Nick Scali Warranty Against Defects.

## Warranty Period

2. Unless otherwise specified in writing by Nick Scali (e.g. in a Sales Order), Nick Scali Limited warrants that:
  - 2.1. The frame used in each Nick Scali lounge is guaranteed against failure due to a manufacturing defect for its lifetime;
  - 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 2 years from date of delivery.

- 2.4. Unless otherwise specified in writing by Nick Scali (e.g. in a Sales Order) and subject to the other terms of this express warranty, Nick Scali warrants that any Lithium Ion Battery Pack and transformer supplied by Nick Scali 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 Nick Scali 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.

## Exclusions (subject to Australian consumer law):

4. To the maximum extent permitted by law, and subject to the Australian Consumer Law, Nick Scali 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 **[www.nickscali.com.au/terms/](http://www.nickscali.com.au/terms/)**.

**Please refer to the 'Cleaning and Care Guidelines' online at [nickscali.com.au/cleaning-and-care-guidelines](http://nickscali.com.au/cleaning-and-care-guidelines);**

### 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 Nick Scali within 7 calendar days after the defect appears;
  - 7.3. provide Nick Scali a copy of the original Sales Order or tax invoice.
8. To make a claim, please scan the QR code below or go to **[www.nickscali.com.au/service-request](http://www.nickscali.com.au/service-request)**.
9. Once a claim has been lodged with our service department, Nick Scali 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 Nick Scali rates.

### Remedies for Warranty Against Defects:

11. If a part or product is determined by Nick Scali to have a manufacturing defect, Nick Scali will, at the election of Nick Scali, choose whether to repair or replace that part or product.
12. Under the Nick Scali 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, Nick Scali 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. Nick Scali 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.**



# Keeping in touch & delivery information

We will be in touch prior to the arrival of your lounge with an estimated arrival date. You can also track the progress of your lounge at any time via [www.nickscali.com.au/order-status](http://www.nickscali.com.au/order-status).

Our Distribution Centres are designed to receive and deliver items as efficiently as possible to get your new furniture to you as quickly as possible. As such, our Distribution Centre isn't optimised for long-term storage. All Custom-Made deliveries must occur within 21 days of receipt.

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 [www.nickscali.com.au/pay-now](http://www.nickscali.com.au/pay-now).

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.

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. All delivery fees are paid on the day of delivery to our delivery technicians.

The day prior to your delivery our team will be in contact to give you an approximate 3-4 hour delivery window for your convenience.

February 2025

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