

The Journey Home

Delivery · Care · Warranty

nickscali

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Design led style and quality that's within reach.

Welcome

Congratulations on your purchase of a beautiful Nick Scali piece, 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 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.

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 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 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 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, 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, Nick Scali 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 **0800 642 572.**

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 **www.nickscali.com.nz/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 **www.nickscali.com.nz/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 Nick Scali 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

Lifetime Frame Warranty

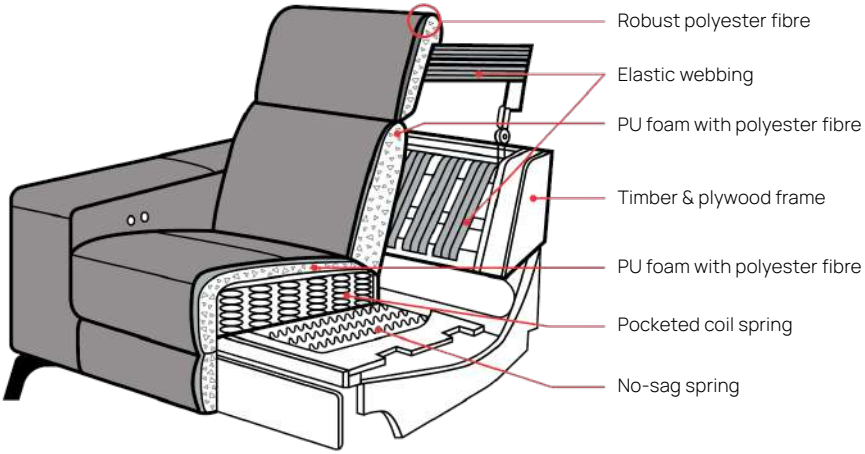
All of our leather and fabric lounges are protected by a Lifetime Frame Warranty, covering structure and framework. Please refer to pages 28-29 for full details.

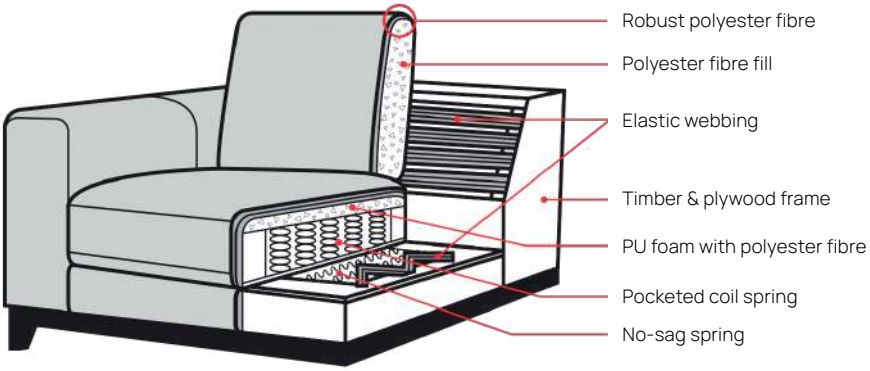
All lounge frames are constructed from a combination of structural components, engineered to give the frame strength and durability for many years.

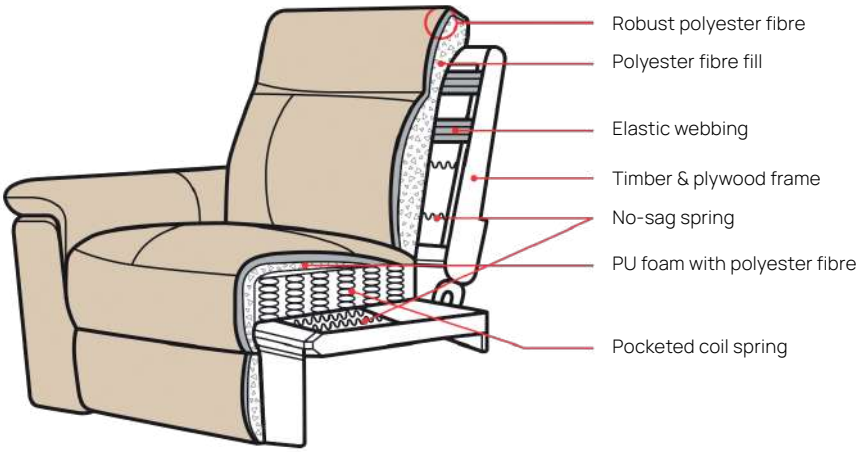
Each manufacturer has a slightly different method and you can see various examples of the method our frames may be constructed on the facing page.

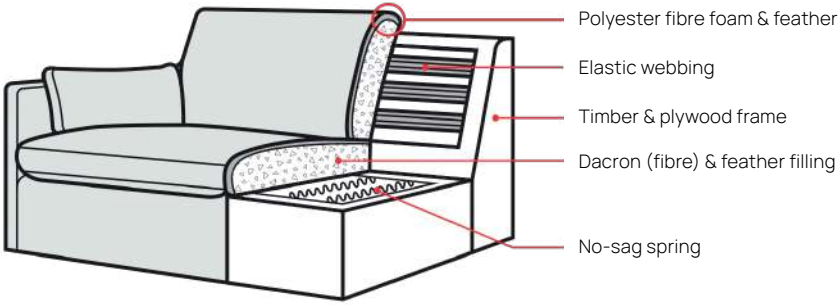
The common characteristics to all of these methods are:

- 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




Robust polyester fibre
Polyester fibre fill
Elastic webbing
Timber & plywood frame
PU foam with polyester fibre
Pocketed coil spring
No-sag spring


Robust polyester fibre
Polyester fibre fill
Elastic webbing
Timber & plywood frame
No-sag spring
PU foam with polyester fibre
Pocketed coil spring


Polyester fibre foam & feather
Elastic webbing
Timber & plywood frame
Dacron (fibre) & feather filling
No-sag spring

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

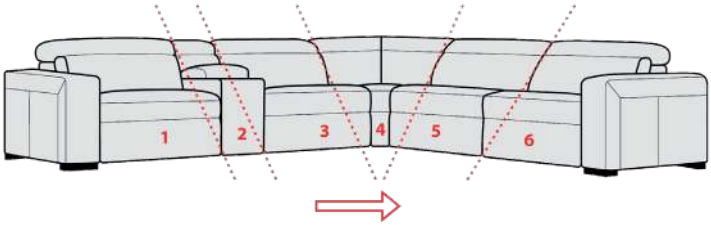
Rearrangement of modular pieces from what was originally ordered can result in an uneven alignment. To ensure the best fit for your lounge, the arrangement of modular pieces is crucial.

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.

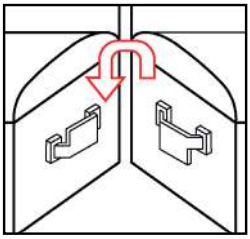
If you decide to rearrange the order of the modular pieces, it may be possible, but please note that this may result in some irregular gaps and slight misalignment

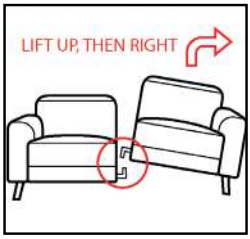
We do not allow customers to add an additional piece into an existing lounge as the new piece will differ in wear and tear. In addition, as your lounge is a hand-made product, heights and lengths may differ slightly between batches causing irregular gaps and misalignments, especially those lounges with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



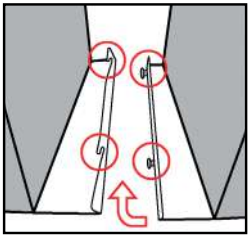
Modular connections

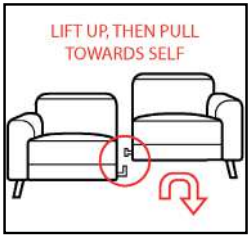
If you need to relocate your modular lounge, please ensure you disconnect the interlocking connections prior to moving. **Dragging or lifting a connected lounge can cause permanent damage to both the frame, and the alignment.** Follow the applicable diagram steps below to disconnect, and the reverse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



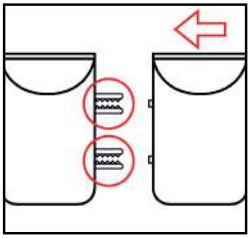


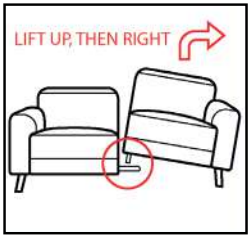
If your lounge connects via two clips, ensure that both are connected prior to use. Both clips must be fully bedded in the clip. Risk of tipping or damage can occur if clips are not properly connected.





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.



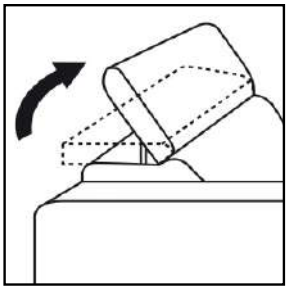


If your lounge connects via teeth and peg, ensure it makes a clicking noise as each tooth locks against the peg. Ensure both connections are secure to avoid any risk of tipping.

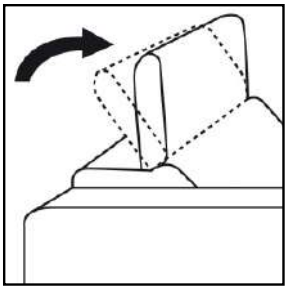
How to use the click-clack mechanism

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.

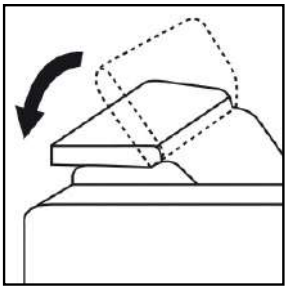
To return to its original position pull upwards gently and lift to release the lock, then gently push down to original position. Do not sit, stand or use excessive force on an adjustable arm or back in its adjusted or original position.



(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.

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

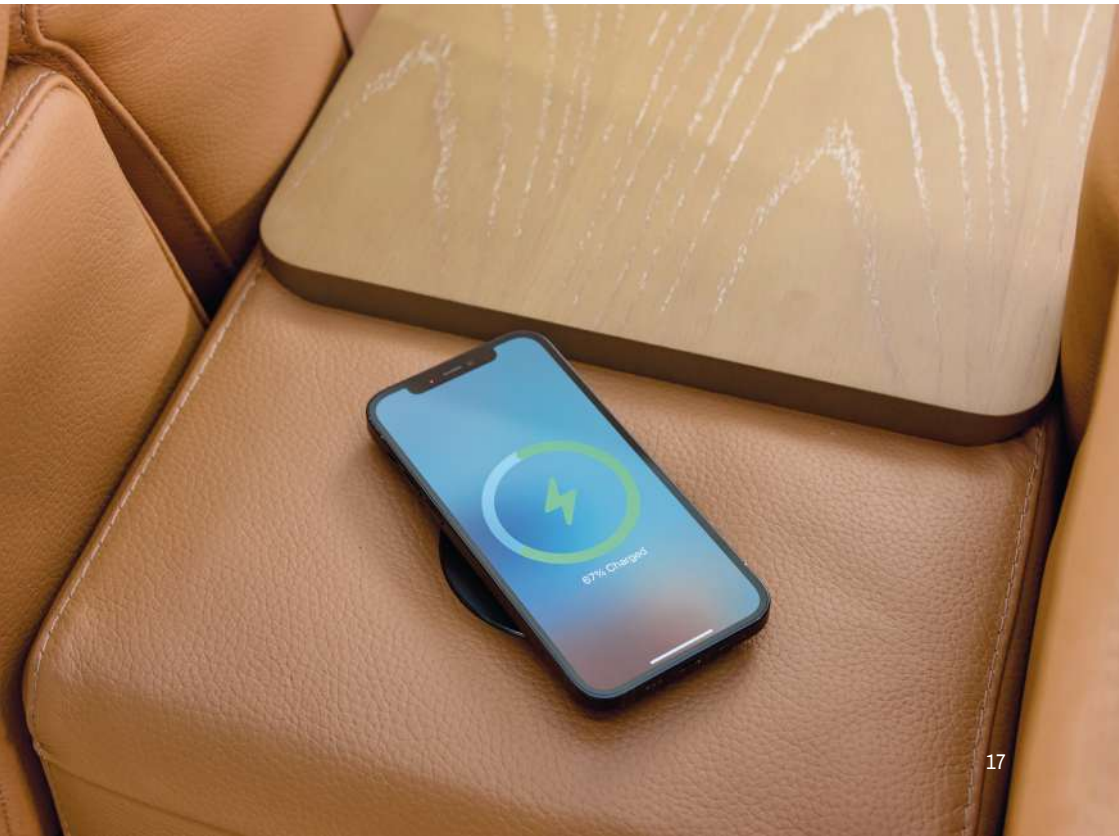
Phone charging compatibility

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.

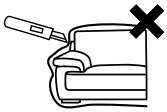
This limitation is a result of factors outside our control, including but not limited to iPhone software updates, hardware differences, and charging port configuration.



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.

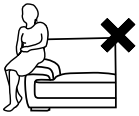
Important things to avoid



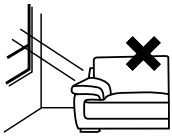
1. If you are removing any protective wrapping do not use any sharp tools which could damage the leather or other upholstered covering.



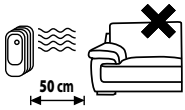
2. If you move your lounge do not lift or drag it by the cushions which are sewn into the frame. The correct way to move it is by lifting the lounge, at each end, from the base.



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.

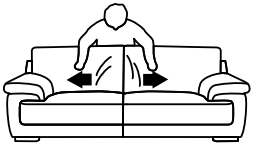


6. Never use solvents, abrasives, shoe or saddlery care products. To ensure your warranty is not voided, only ever use Nick Scali fabric & leather care products as they have been tested and designed across our entire range of fabrics and leathers. These are available at your local Nick Scali store or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

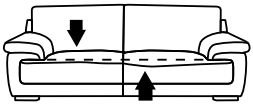
Dye transfer is an effect of some types of dyes. Denim and coloured synthetic fabrics, combined with the heat and friction of use, may transfer dye to the covering of your lounge. This is not a manufacturing fault and it is best to avoid these types of clothes when using your lounge. Avoid chlorine or 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

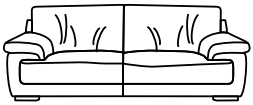
1. Following delivery you may notice slight compression on the padding of your lounge. Straight after delivery, and on a regular basis thereafter, it is necessary to model your lounge to ensure the padding and cushions return to its initial appearance.



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.



Example of normal puddling on leather lounges

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.co.nz**).

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.

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.

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.

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 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.

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 care kit

Living, dining and bedroom furniture care

While our products are designed and manufactured from high-quality materials, it is important to ensure that proper care and maintenance is taken to prevent damage.

Ceramics

Protecting

- Coasters and placemats should always be used
- Never place hot items on the surface
- Avoid prolonged exposure to direct sunlight. This can lead to discoloration and fading or cracking
- Regularly wipe down surfaces to remove dust and other droppings to prevent staining and deterioration

Care instructions

Dusting: Use a soft, clean microfiber cloth to gently remove dust and dirt from the surface.

Wiping: For general cleaning, dampen a soft cloth with warm water and a mild detergent. Avoid using abrasive cleaners or scouring pads, as they can scratch the surface.

Spills: Wipe up spills immediately, particularly acidic or staining substances like wine, coffee, or oil, to prevent permanent marks or discoloration.



Jazz film, Travertine film

Films are often applied over the top of a natural marble. Both the marble and the film have varying textures, colours and grains, like any natural product, you should expect variation from the showroom or online as every piece is unique.

Important information

We will cover manufacturing defects and adhesion failures like peeling, bubbling or discoloration under normal use.

The film provides a level of resistance to staining from common household substances like oils and foods when properly maintained and cleaned immediately.

Accidental impact or physical damage to the marble surface will not be considered a manufacturing fault.

Exposure to abrasive cleaners, harsh chemicals, or solvents that may degrade the protective film.

Extreme temperature changes will cause expansion and contraction of the film, leading to cracking or peeling.

Improper installation or application of the film by unauthorised third parties will not be considered a manufacturing fault.

Protecting

- Coasters and placemats should always be used
- Never place hot items on the surface
- Avoid prolonged exposure to direct sunlight. This can lead to discoloration and fading or cracking
- Regularly wipe down surfaces to remove dust and other droppings to prevent staining and deterioration

Care instructions

Dusting: Regularly dust the surface using a soft microfiber cloth to remove dirt, debris, and dust.

Wiping: For general cleaning, use a soft cloth dampened with warm water and a mild, non-abrasive detergent. Harsh or abrasive cleaning materials will damage the film wrap.

Spills & stains: Clean up immediately, particularly oily substances, food, wine, or liquids, to prevent staining or penetration through the film.

Avoid abrasive tools: Do not use abrasive sponges, scrubbing brushes, or steel wool, as these can scratch or damage both the film wrap and marble beneath.

Natural marble

Marble is a natural product, as such you can expect varying textures, colour and grain from those in our showroom or online as every piece is unique.

Protecting

- Coasters and placemats should always be used
- Never place hot items on the surface
- Avoid prolonged exposure to direct sunlight. This can lead to discoloration and fading or cracking
- Regularly wipe down surfaces to remove dust and other droppings to prevent staining and deterioration
- Regular sealing: Carrara marble is porous, which means it can absorb liquids and stain over time. Seal your marble regularly
- Utilise annual professional cleaning. This will help maintain its good condition and appearance
- Utilise protective covers or a glass top to shield the surface from damage

Care instructions

Dusting: Dust the marble surface regularly using a soft, clean microfiber cloth.

Wiping: For day-to-day cleaning, use a soft cloth dampened with warm water. Avoid using excess water, as it can seep into seams or cracks over time.

Mild detergent: If necessary, use a mild, non-abrasive dish soap or stone-safe cleaner. Do not use acidic or abrasive cleaners, as these can damage the marble surface.

Drying: After cleaning, always dry the marble with a soft, clean towel to avoid water spots or streaks.

Clean spills immediately: Especially substances like wine, coffee, lemon, vinegar, or acidic food

Stubborn stains: For stubborn stains, create a baking soda paste (mix water and baking soda into a thick paste) and apply it to the stain. Let it sit for 5-10 minutes, then gently wipe off with a damp cloth.

Oily stains: Use a stone cleaner or diluted dish soap to remove oils or grease. Do not use ammonia-based products, as they may damage the stone.

Lacquered and timber finishes

It's important to remember that wood is a natural product, the beauty of this is that no two pieces are ever the same. Expect natural variations in texture, grain with the added character of knots, mineral streaks and sap.

Protecting

- Coasters and placemats should always be used
- Never place hot items on the surface
- Avoid prolonged exposure to direct sunlight. This can lead to discoloration and fading or cracking
- Regularly wipe down surfaces to remove dust and other droppings to prevent staining and deterioration
- Clean spills immediately to avoid moisture or liquids soaking into the timber or damaging the lacquer finish. Spills, particularly oily or acidic substances, can stain or cause discoloration

Care instructions

Dusting: Regularly dust your lacquered or timber-finished furniture using a soft, clean microfiber cloth to prevent the accumulation of dirt and debris.

Cleaning: For day-to-day cleaning, use a soft, damp cloth with warm water. Wipe the surface gently to remove dirt and oils. Always dry the surface immediately with a soft, dry cloth to prevent water marks or streaks.

Mild detergent: If necessary, you can use a mild, non-abrasive detergent diluted with warm water. Avoid harsh chemicals, bleach, or solvents, as they can damage both the lacquered finish and the wood underneath.

Stubborn stains: Use a mild wood cleaner or a specialized lacquer cleaner. Always test in a discreet area before applying it to ensure it does not damage the finish.



Rug care & important information

Rug type	Important information	Care instructions
Wool	Naturally durable and resilient, we offer coverage on manufacturing defects including unravelling or knotting. Improper cleaning, excessive moisture or misuse may lead to rug damage and not considered a manufacturing fault. Fading from prolonged exposure to sunlight or UV is not considered a manufacturing fault.	• Ensure protected from excessive sunlight or UV exposure • Regular vacuuming and professional cleaning
Viscose	We will cover against defects in workmanship and materials like tearing, fraying or dye issues. Damage from high foot traffic, improper cleaning methods and stains by food, liquids or chemicals are not considered manufacturing faults. Fading from prolonged exposure to sunlight or UV is not considered a manufacturing fault.	• Ensure protected from excessive sunlight or UV exposure • Clean spills immediately and use a professional cleaning service only for delicate care
Polyester	We will cover manufacturing defects like loose stitching, fraying and unravelling. Damage from high foot traffic, improper cleaning methods and stains by food, liquids or chemicals are not considered manufacturing faults. Fading from prolonged exposure to sunlight or UV is not considered a manufacturing fault.	• Ensure protected from excessive sunlight or UV exposure • Regular vacuuming and professional cleaning

Leather Hide	Coverage against defects in leather and construction like peeling, cracking or separation. Damage from water exposure, staining, excessive moisture or misuse are not considered a manufacturing fault. Fading from prolonged exposure to sunlight or UV not considered a manufacturing fault.	• Keep in a dry environment with moderate temperature control • Clean with a dry, soft cloth and maintain with appropriate leather care products
Pet Yarn	Coverage against defects in material and workmanship like unravelling or tearing. Damage from excessive pet activity, stains from pets or misuse are not considered a manufacturing fault.	• Vacuum regularly • Treat any stains promptly with non-abrasive cleaners
Polypropylene	Coverage against defects in material and manufacturing like fraying or loose threads. Fading from prolonged exposure to sunlight or UV not considered a manufacturing fault. Staining from food, liquids or chemicals are not considered a manufacturing fault unless treated immediately.	• Vacuum regularly and spot clean spills promptly • Professional clean deeper stains or dirt



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

Prepare yourself for the 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 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.

The warranty 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 Nick Scali cleaner that is a complimentary addition to your Accidental Damage Warranty. Our cleaners have 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 **0800 034 275** at least 1 week prior to delivery.

For a full list of the Terms & Conditions please visit: **www.nickscali.co.nz/accidental-damage-warranty**

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

Nick Scali goods come with guarantees that cannot be excluded under the New Zealand 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 **http://www.consumerprotection.govt.nz.**

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 New Zealand Consumer Law. Should your product be defective, you may choose to make a claim under the New Zealand 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. Nick Scali Sleep mattresses are guaranteed for 10 years from the date of purchase against manufacturing defects. This warranty covers excessive body imprints greater than 10% of the mattress height, provided the mattress has been used on an appropriate bed base and maintained in accordance with the care instructions.

2.6. 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, 2.5 and 2.6 above.

Exclusions (subject to New Zealand 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) our leather and fabric upholstered products are handcrafted and upholstered by hand. Due to the nature of this manufacturing process, minor variations in dimensions and weight may occur. Variations of up to 2.5% from sample products, published specifications, or quoted dimensions and weights are considered normal and are not regarded as defects. For custom orders, a range of fabric collections may be available. Fabric characteristics, including thickness,

texture, and composition, can vary between collections and may influence the final dimensions, weight, comfort, and appearance of the finished product. Such variations are a normal result of the materials selected and do not constitute a manufacturing fault.

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.

4.5. Mattresses — normal body impressions less than 10% of the mattress height, soiling or burning, odours from new foam, comfort preference, sheet fit, damage from moving or improper bed base use (including sprung or adjustable bed bases, or slats spaced more than 6cm apart) are not covered under warranty.

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 New Zealand Consumer Law) please visit **www.nickscali.co.nz/terms**.

Please refer to the 'Cleaning and Care Guidelines' online at nickscali.co.nz/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.co.nz/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 New Zealand 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.



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