



# 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 22 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 10-11 for a detailed description.

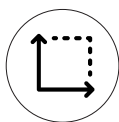
Please follow the care instructions on pages 12-25 of this booklet to help keep your lounge in the best possible condition. Leather, being a natural product, needs regular cleaning and conditioning – without this, it can dry out, crack, or peel over time.

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 12-25, you will ensure years of enjoyment with your lounge.

Are you prepared for delivery of your lounge?

## Delivery considerations



### Ensuring safe delivery & installation

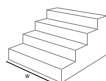
It is important to ensure our delivery technicians can safely deliver & install your lounge without any risk to your furniture or themselves.

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 **0333 358 3588**.

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, additional charges may apply.



Please read our Fit Guide



### Tracking your order

You can also track the progress of your lounge at any time via [www.nickscali.co.uk/order-status](http://www.nickscali.co.uk/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.co.uk/pay-now](http://www.nickscali.co.uk/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.

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 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

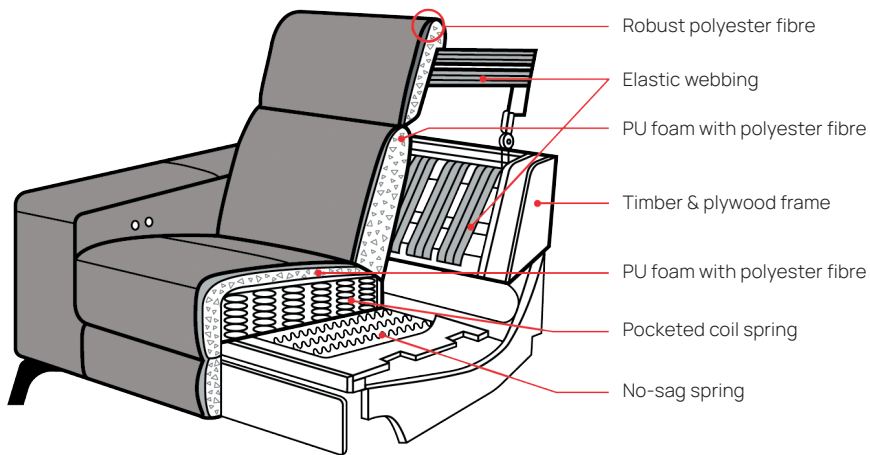
All of our leather and fabric lounges are protected by a Lifetime Frame Warranty, covering structure and framework. Please refer to pages 28-29 for full details.

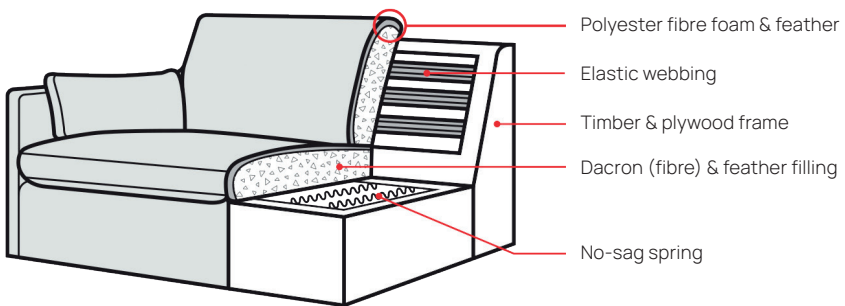
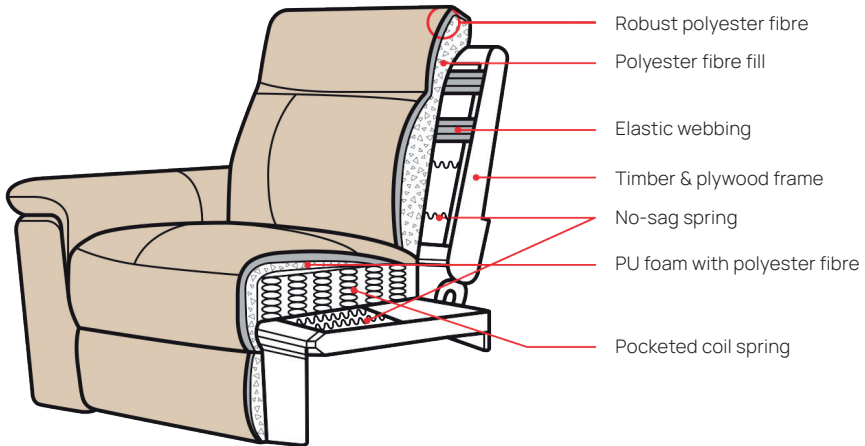
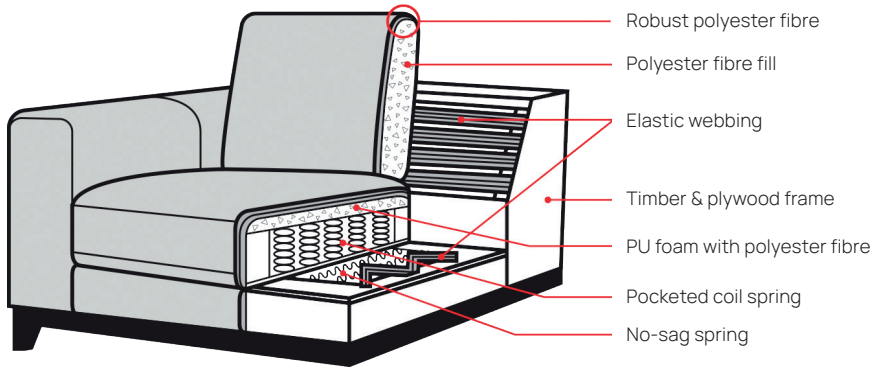
All lounge frames are constructed from a combination of structural components, engineered to give the frame strength and durability for many years.

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





## 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

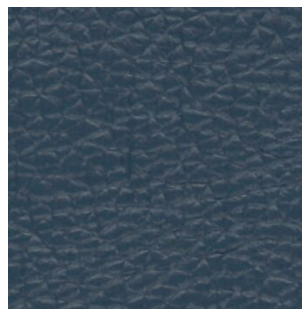
Active families require leather that offers a high degree of protection and is particularly forgiving. It is highly resistant to liquids, sunlight and handles the wear and tear that an active lifestyle demands. Protection leather requires little maintenance and has been embossed to ensure consistency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

### Performance – extra softness & protection

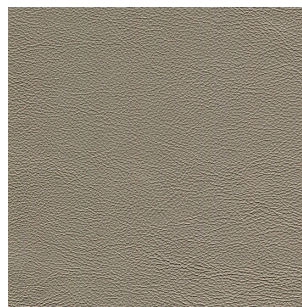
For those not so active, yet everyday users, who enjoy the luxury of feeling soft leather. It is the best of both worlds. It combines softness with durability. This leather shows all of the distinctive markings of the animals life. It combines glove like softness with good resistance to wear and tear.

### 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.



Protection



Performance



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

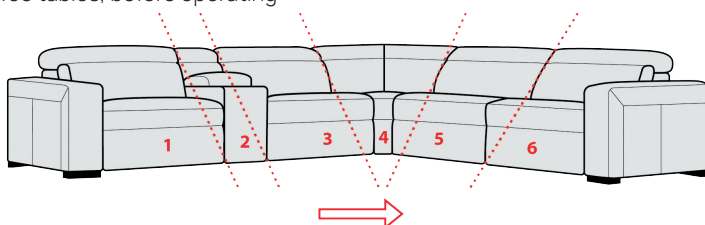
Rearrangement of modular pieces from what was originally ordered can result in an uneven alignment. To ensure the best fit for your lounge, the arrangement of modular pieces is crucial.

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.

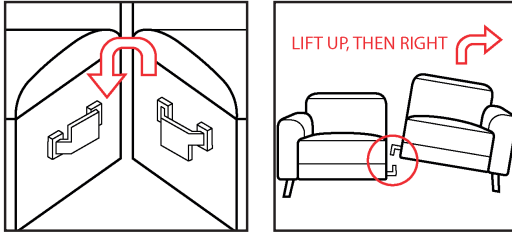
If you decide to rearrange the order of the modular pieces, it may be possible, but please note that this may result in some irregular gaps and slight misalignment

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.

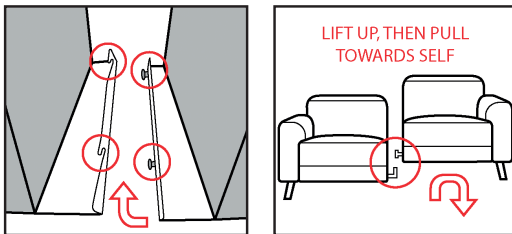


## Modular connections

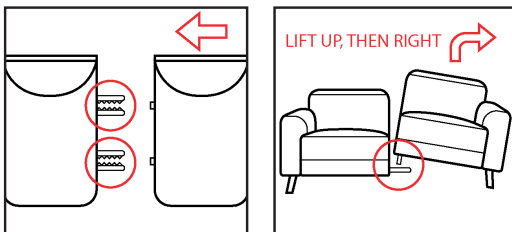
If you need to relocate your modular lounge, please ensure you disconnect the interlocking connections prior to moving. **Dragging or lifting a connected lounge can cause permanent damage to both the frame, and the alignment.** Follow the applicable diagram steps below to disconnect, and the reverse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

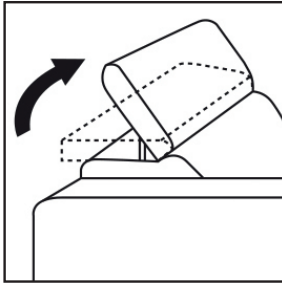


If your lounge connects via teeth and peg, ensure it makes a clicking noise as each tooth locks against the peg. Ensure both connections are secure to avoid any risk of tipping.

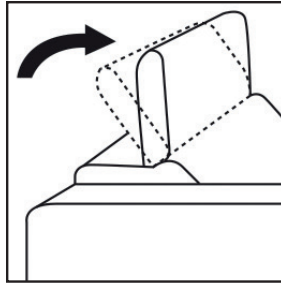
## How to use the click-clack mechanism

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.

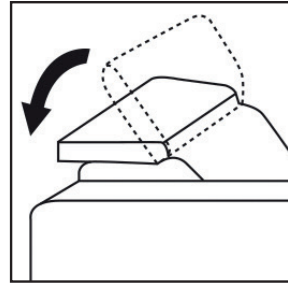
To return to its original position pull upwards gently and lift to release the lock, then gently push down to original position. Do not sit, stand or use excessive force on an adjustable arm or back in its adjusted or original position.



(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

# 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.

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.

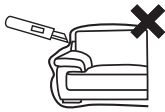


## Care & maintenance

# 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.

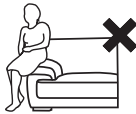
### Important things to avoid



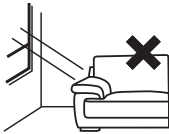
- 1 If you are removing any protective wrapping do not use any sharp tools which could damage the leather or other upholstered covering.



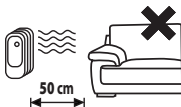
- 2 If you move your lounge do not lift or drag it by the cushions which are sewn into the frame. The correct way to move it is by lifting the lounge, at each end, from the base.



- 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.

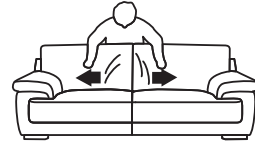


- 6 Never use solvents, abrasives, shoe or saddlery care products. To ensure your warranty is not voided, only ever use Nick Scali fabric & leather care products as they have been tested and designed across our entire range of fabrics and leathers. These are available at your local Nick Scali store or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

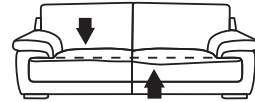
Dye transfer is an effect of some types of dyes. Denim and coloured synthetic fabrics, combined with the heat and friction of use, may transfer dye to the covering of your lounge. This is not a manufacturing fault and it is best to avoid these types of clothes when using your lounge. Avoid chlorine or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

## 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 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.uk](http://www.nickscali.co.uk)).

### **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.

## 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 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.

## Care & maintenance

# 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.

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## 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.

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## 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	<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"><li>• Ensure protected from excessive sunlight or UV exposure</li><li>• Regular vacuuming and professional cleaning</li></ul>
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"><li>• Ensure protected from excessive sunlight or UV exposure</li><li>• Clean spills immediately and use a professional cleaning service only for delicate care</li></ul>
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"><li>• Ensure protected from excessive sunlight or UV exposure</li><li>• Regular vacuuming and professional cleaning</li></ul>



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

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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

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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



# Warranty information & legal rights

Nick Scali provides the original purchaser of this product a guarantee against defects in workmanship and materials as well as your statutory rights as a consumer. The guarantee period will vary on product components, as detailed below. It is important to note the warranty commences on the date of your original Tax Invoice which is usually issued the day before your delivery date.

## Summary of your key legal rights

The Consumer Rights Act 2015 says goods must be as described, fit for purpose and of satisfactory quality. During the expected lifespan of your product your legal rights entitle you to the following:

- Up to 30 days: if your goods are faulty, then you can get a refund.
- Up to six months: if your goods can't be repaired or replaced, then you're entitled to a full refund, in most cases.
- Up to six years: if your goods do not last a reasonable length of time you may be entitled to some money back.

If, during the warranty period, a defect caused by faulty workmanship or materials appears, Nick Scali or a designated third-party appointed by Nick Scali, may need to perform an in-home inspection to determine if a manufacturing fault exists.

## Warranty Against Defects

Our warranties against defects and remedies under these warranties are in addition to your statutory rights as a consumer.

## Warranty Periods

Unless otherwise specified in writing by Nick Scali (e.g. in a Sales Order), Anglia Home Furnishings Limited warrants that:

- a. The frame used in each Nick Scali lounge is guaranteed against failure due to a

manufacturing defect for its lifetime;

- b. 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 delivery;
- c. All components of your product other than a and b 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.

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 delivery (Express Battery Warranty Period).

If a product is replaced during the Warranty Period, the guarantee period will not reset, and will continue to expire as per the date of delivery of the original item.

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 above.

## Exclusions

We're responsible for losses you suffer caused by us breaking this contract unless the loss is:

- **Unexpected.** It was not obvious that it would happen and nothing you said to us before we accepted your order meant we should have expected it (so, in the law, the loss was unforeseeable).
- **Caused by a delaying event outside our control.** As long as we have taken

the steps set out in the section We're not responsible for delays outside our control.

- **Avoidable.** Something you could have avoided by taking reasonable action. The ways in which you are responsible for caring for your products are set out in detail in our Lounge Booklet.
- **A business loss.** It relates to your use of a product for the purposes of your trade, business, craft or profession.

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.
- f. damage caused by spills such as acid, solvents, dyes or other corrosive materials, ink, paint, or bodily fluids;
- g. 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.

- h. the failure of the purchaser to take reasonable steps to prevent the product from becoming of unacceptable quality and damage that occurs as a result of such abnormal use. This includes damage that occurs as a result of the failure of the purchaser to care for the product in the manner described in your lounge booklet.

Please also refer to 'Caring for Your Furniture' below.

This goodwill warranty does not affect your legal rights if there is something wrong with your products (for more on those rights see the summary of your key legal rights above). You can transfer our goodwill warranty to a new owner of the products. We can require the new owner to prove you transferred the product to them.

### Exclusions from Express Battery Warranty

To the maximum extent permitted by law, Anglia Home Furnishings Limited is not liable under this Express Battery Warranty for or in respect of:

- a. any defect that is unrelated to the condition of the Battery Pack at the time it was supplied to you, including damage or faults caused by: improper transportation, storage or installation of the Battery Pack after the date of purchase; modification, alteration, disassembly or attempted repair of the Battery Pack by a person other than, or authorised by, Nick Scali; external influences during the life of the Battery Pack, such as fire, water damage or power surges in a premises;
- b. the failure of the Battery Pack to operate on a single charge for any length of time before it requires recharging. Because of many variables, such as the nature and use of the recliner in which the Battery Pack is installed, Nick Scali is unable to guarantee that the Battery Pack will operate for any particular period before it requires recharging;
- c. minor issues in the Battery Pack which do not substantially interfere with the ordinary use of the Battery Pack for powering recliner movements. For

example, if the Battery Pack is fitted with a LED indicator (which emits particular lights when it is operating or charging), the failure of the indicator to emit any lights does not amount to a manufacturing defect for the purposes of this Express Battery Warranty;

- d. any damage or faults caused by the failure to use the Battery Pack in accordance with the care instructions here, or the failure to take reasonable steps to prevent the problem, or abnormal use of the Battery Pack (including use beyond the 12 month lifetime period of the Battery Pack); and
- e. any loss or damage suffered by you or any other person in connection with the goods which are not expressly covered by this Express Battery Warranty.

This Express Battery Warranty does not affect your legal rights if there is something wrong with your Battery (for more on those rights see the summary of your key legal rights above).

You can transfer this Express Battery Warranty to a new owner of the products. We can require the new owner to prove you transferred the product to them.

This Express Battery Warranty only applies to the Battery Pack if it is used for normal domestic purposes and excludes Battery Packs used for commercial purposes.

### How to claim a warranty against defects

To claim under these warranties against defect, the Purchaser must:

- notify Nick Scali within 7 days after the defect appears;
- only use the product again once Nick Scali has confirmed in writing that it remains safe to do so; and
- provide Nick Scali a copy of the original Sales Order or tax invoice.

To make a claim, you can lodge a service ticket on this website or telephone our service department of Anglia Home Furnishings Ltd (Gkl House Club Way, Cygnet Park, Peterborough, England, PE7 8JA) on 0330 124 3588 and follow the prompts.

Once a claim has been lodged with our service

department, Nick Scali will assess your claim, and respond within 10 business days.

Where the claim is not covered by the customer's statutory rights or this warranty, the purchaser is responsible for the expense of making the claim, and the reasonable costs of Nick Scali incurred in relation to the claim (including freight costs, house calls and labour). These will be charged to the purchaser at standard Nick Scali rates.

### Responsibility for returning Nick Scali Goods

Where you are claiming under this warranty, you are responsible for returning the goods to Nick Scali at your expense and should contact Nick Scali for the return address or to arrange collection by Nick Scali.

Where the item is faulty and you are claiming under your statutory rights, Nick Scali will arrange for the products to be collected from you, within a reasonable time and at the expense of Nick Scali.

### Remedies for warranty against defects

If a part or product has a manufacturing defect, Nick Scali will, at the election of Nick Scali, choose whether to repair or replace that part or product.

Under the Nick Scali warranty against defects, the purchaser has the right to repair or replacement of the defective part or product only.

### General

- In the event of any conflict between these terms and those which may be included in, or implied by, any document forming part of a purchaser enquiry, specification, order or contract, these terms shall prevail.
- We will only use any personal information provided by you in accordance with our privacy policy at [www.nickscali.co.uk/privacy-policy](http://www.nickscali.co.uk/privacy-policy)
- This document shall be construed in accordance with and governed by the laws of England and Wales.

## Caring for Your Furniture

### General care

Please ensure that your furniture is used as it was intended. Do not sit on arms of lounges, do not sit or stand on table tops, and do not pivot on the back legs of chairs.

### Sunlight

As with any product, prolonged exposure of furniture to direct sunlight will harm it. Direct exposure to sunlight will cause leather and fabrics to fade and may also cause excessive drying. Direct exposure to sunlight will cause timber products, particularly doors, tops and side panels to warp.

### Leather upholstered furniture

Please refer to the Lounge Booklet provided to you at time of order. This booklet contains comprehensive details on caring and cleaning of leather lounges, natural characteristics of leather, normal wear and tear of leather lounges and other important information. The information provided in this booklet forms part of this document relating to leather lounges.

### Fabric upholstered furniture

If thread becomes loose on the fabric, simply cut it off. Do not pull it. Dust is best removed using your vacuum cleaner with the appropriate attachment. Avoid harsh brushing and sharp objects (rings, buckles, toys) as it will cause snagging of threads. Do not allow cats and dogs to walk on fabric upholstered furniture. As many fabrics differ in properties, it is best to follow the unique care and cleaning instructions labelled on your fabric furniture.

### Lacquered & Timber finishes

Natural timber and veneer finishes will show distinctive markings, patterns and colour variations which are evidence of being produced from genuine timber materials. Always use protective heat coverings to protect against hot objects. A tablecloth is not sufficient. Always use coasters when placing glasses, bottles or cups on the surface. Regularly clean surface by wiping with a non-abrasive, damp cloth.

### Marble, Travertine & Macstone finishes

Marble and Travertine are natural materials. Each piece is unique in markings and patterns and colour variation. Always use protective heat coverings to protect against hot objects. A tablecloth is not sufficient. Always use coasters

when placing glasses, bottles or cups on the surface. Any liquid spills should be wiped clean immediately. Remove dirt and dust by wiping with a warm, damp cloth.

### Chrome & Metal finishes

Dust the surface regularly to avoid build up of pollutants, which may cause the surface to rust. Only use a recognized brand of chrome polish, if necessary. Avoid contact with sharp or hard objects as this will cause scratching.

### Glass

Use a regular glass cleaner with an appropriate soft cloth for glass. Do not apply glass cleaner to surrounding areas or the frosted side of the glass. Always use a mat to avoid hot objects being in direct contact with glass. Avoid contact with sharp or hard objects as this will cause scratching. Never lift glass tops from the ends of a table as this will put unnecessary stress on the surface and may cause it to break

### Batteries

The lifetime of any Battery Pack supplied with our products is 12 months from the date of purchase. We strongly recommend that you replace and do not use the Battery Packs for longer than 12 months after the date of purchase – doing so presents an increased safety hazard, including the increased risk of fire. Battery care instructions can be found at [nickscal.co.uk/cleaning-and-care-guidelines](http://nickscal.co.uk/cleaning-and-care-guidelines) or scan the QR code below.





June 2026

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