

## RESIDENTIAL: GENERAL INFORMATION / TERMS & POLICIES

At Soft Touch Furniture our main priority is to ensure every customer ends up with what they expected. To achieve this, we will correct any faults, etc. so that you are happy with your finished product.

This doesn't happen often, but in the RARE instances that this is the case, contact our team immediately and we will make arrangements as soon as possible to evaluate the issue.

For more information, our General Information, Terms & Policies for Soft Touch Furniture is as follows:

Hours of operation: Monday – Friday 8:00 a.m. to 5:00 p.m. Closed Saturday & Sunday.

We accept the following payment methods: Visa, Mastercard, Discover, Cash or Check.

### **PAYMENT TERMS: Reupholstering/Refinishing Jobs.**

50% deposit of total order is required before starting, balance due upon completion of work.

### **SPECIAL ORDERS: All special orders must be prepaid at the time the order is placed.**

Special orders are not refundable or returnable. Special orders will incur shipping charges. Depending on the policy of the vendor, some special orders can be shipped directly to your home or workroom. Most special orders arrive 10-14 days after the order is placed.

**Cancellation by the customer will result in forfeiture of any deposits. NO REFUNDS ARE AVAILABLE.**

**Loss:** Not responsible for the following: loss or damage to items left for service in case of fire, theft, or any other cause beyond our control.

- Not responsible for mirror, glass, granite or marble breakage.
- Not responsible for merchandise left over 30 days.

**Hold Orders/Storage Fees:** Any items left for service without a deposit will be charged a storage fee minimum of \$25.00 per month or 3% of the total estimate per month with a minimum of a one-month charge. Additional handling charges also could be added. Once an order has been completed and the customer has been notified of its availability, pick-up or delivery must occur within 10 days. Special arrangements must be made if pick-up/delivery cannot be completed by the 10<sup>th</sup> day; storage fees will apply. Minimum \$25.00 per month or 3% of the total estimate, with a minimum of a one-month charge.

**Delivery:** Our professional delivery team carefully inspects and prepares your furniture before it leaves the shop. Charges will vary upon items being delivered.

- Please have your home ready for delivery.
- We cannot deliver if someone 18-years or older is not at home.
- Customer is responsible to make sure items will fit through doorways, stairways, etc.
- If you need to postpone your delivery, call 24 hours prior to your scheduled delivery date. If no one is home for the scheduled delivery, you will be charged a re-delivery fee.
- **Delivery times are approximate; allow a 2-hour window for delivery.**

**Picking Up Your Furniture At The Shop:** Our hours are 8:00 a.m. – 5:00 p.m. Monday – Friday. Closed Saturday and Sunday. We will load items for you but we will not provide tie downs, tarps or blankets. Please bring these items with you. Inspect your furniture before leaving as we cannot be responsible after it leaves our shop.

### LIMITED WARRANTY

This Limited Warranty is for services provided by Soft Touch Furniture that the **purchaser paid Soft Touch Furniture to complete.** Services include reupholstery, refinishing, caning or custom millwork. It does not include furniture sales, foam or fabric purchases.

Soft Touch Furniture warrants to you, the original purchaser, that for the stated warranty term, Soft Touch Furniture will repair any piece of furniture which is defective in workmanship, within the stated timeframe as described below. To exercise your rights under this limited warranty, you must submit the original sales receipt when making a claim.

The “warranty period” begins on the date when the product is picked-up or delivered. If you notice a defect, it is important for you to promptly notify Soft Touch Furniture.

After notification of a claim, it may be necessary for Soft Touch Furniture to arrange for an inspection of your furniture to determine whether or not a defect exists. These are your exclusive remedies under Soft Touch Furniture’s limited warranty.

### **LIMITED WARRANTY TERMS & COVERAGE:**

**WORKMANSHIP:** Residential workmanship is warranted for 1-year.

**LIMITATIONS & EXCLUSIONS:** The following things will limit or exclude coverage under this Limited Warranty.

**IMPLIED WARRANTIES:** Soft Touch Furniture makes no implied warranties on merchantability of fitness for a particular purpose. These and all other implied warranties are specifically disclaimed. By “Implied Warranties” Soft Touch Furniture means warranties that the law sometimes implies to have been given by the seller even though they are not set out in writing.

**REFINISHED WOOD FURNITURE:** Different wood, as well as grain and tone variations in the same wood, absorb stains differently. Therefore, we cannot guarantee nor assume responsibility for exact duplication of the finishes.

- Seasonal wood movement on solid wood and checking on veneer tops are normal and are not considered warranty issues.
- Differences in and changes to grain patterns, colors, and hues and the splitting and cracking of mahogany wood over time. These are normal characteristics that enhance its beauty and not considered warranty issues.
- Light and Natural Finishes: variations, especially apparent in light/natural finishes, will occur from one piece to another even if they are finished at the same time. These variations are not considered defects. Exposure to light and age will cause darkening of natural wood products; therefore, soft Touch Furniture cannot guarantee or warrant finishes.

**CUSHION CORE (FOAM): The following are not considered defects.**

- Slight softening and flattening of seat cushion foam and fibers as a result of normal use and aging under normal use and conditions. Cushions may lose up to one inch of the original height standard of the cushion foam core within the first year of use.
- Loss of resilience in seat cushion feather filling, loft or crown. Regularly fluff and rotate cushions to redistribute materials and prevent uneven wear.
- Softening and flattening of back cushions with blown-in filling as a result of normal use. Occasionally fluff these cushions to keep fibers evenly distributed and prolong softness.

**FABRIC:** The fabric manufacturers typically do not warranty any of their fabrics. Selecting fabric is solely at the discretion of the client and Soft Touch Furniture is not responsible for any fabric defects. In the event of a defect, Soft Touch Furniture will assist in helping our clients submit a claim to the fabric manufacturer. However, the client is responsible for covering any associated costs to reupholster the furniture. In all cases where the customers have provided their own materials (C.O.M.), the warranty on workmanship will be evaluated at time of claim. If a Soft Touch Furniture representative determines that the cause for the claim was due to integrity breakdown of the client's own material (fabric or leather), the warranty will be voided.

**HOUSEHOLD USE:** This warranty applies only when you reupholstered/refinished your furniture with Soft Touch Furniture for your own normal indoor household use (including use as a gift to another household purposes) and not for resale or commercial use, which includes rental, businesses and institutional or other non-residential use.

**USE/CARE:** Furniture requires some routine maintenance to maintain its beauty and structural integrity. Please take care to treat your furniture like the fine product it is. Proper care and use are essential to preserving your warranty. Soft Touch Furniture will not repair your furniture if improper maintenance or improper use causes damage. Warranty does not apply if damaged by the use of detergents, abrasives, or other improper cleaning agents. Natural wood surfaces are subject to denting, scratching and gouging. So called "ghost" indentions and similar damage caused by the failure to use proper protection will not be covered under warranty. Do not expose wood furniture to extreme heat or humid conditions. Do not place your furniture in direct sunlight or in a damp area. Avoid arranging your furniture so that it is placed in front of or over heating and air conditioning vents. Do not place plastic, rubber or hot objects on your wood furniture. Chemicals in such objects may soften or discolor the finish. To avoid such damage, apply a strip of felt, leather or cork under accessories. Occasionally rotate accessories so they do not remain in the same spot for extended periods of time.

**ACCIDENTS, ABUSE AND NORMAL WEAR & TEAR:** This warranty does not cover damage resulting from negligence, abuse, normal wear and tear or accidents. This includes burns, cuts, scratches, tears, scuffs, watermarks, indentations or pet damage.

**STORAGE FACILITIES:** Storage facilities are prone to drastic changes in humidity and temperature even if they claim to be climate controlled. Any defect to the structure or finish following storage in a storage facility will not be covered under warranty.

**CONSEQUENTIAL OR INCIDENTAL DAMAGES:** Soft Touch Furniture will not be liable for consequential or incidental damages. By this, Soft Touch Furniture means, any loss, expense, or damage other than to the furniture itself that may result from a defect in the furniture.

**FOAM SALES: CUSTOM CUSHIONS CANNOT BE ACCEPTED FOR RETURN UNLESS THERE IS A PRODUCT DEFECT OR A MANUFACTURER ERROR.** Foam is cut to ¼" increments only. Cut foam sizes have limitations. Orders beyond limitations will be glued or cut in increments. Some foam may be glued together to achieve desired dimensions.

**DIMENSIONAL TOLERANCE RANGE:**

SEATS & CUSHIONS:

Length + - 1" / Width + - 1"

Thickness/Height + - ½"

Foam products are not machine washable; doing so will damage or destroy the material. It may be possible to spot clean small stains with gentle cleaning agents as long as the product is given ample time to dry.

**FABRIC, VINYL, LEATHER SALES: ALL FABRIC, VINYL AND LEATHER SALES ARE FINAL. WE DO NOT ACCEPT RETURNS. EXAMINE MATERIAL CAREFULLY FOR COLOR, QUALITY AND YARDAGE. NO CLAIMS WILL BE ALLOWED.**

**MINIMUM CUT:** Our minimum cut is ¼ yard. If you give us your yardage requirements in inches, we will round up to the nearest ¼ yard.

If anything is unclear or you have more questions, feel free to contact our customer support team or visit [www.softtouchfurniture.com](http://www.softtouchfurniture.com) and find our Terms and Conditions posted under the Policies & Procedures tab.