

**CORICRAFT**

# Coricraft Guarantee



# Your Coricraft Leather sofa Guarantee

- 10 years on the frame
- 2 years on the stitching
- 2 years on the webbing or springs
- 2 years on the foam or corifill
- It is important that you retain your invoice as proof of purchase .
- Please keep your invoice and guarantee in a safe place, as you will need to produce them in the unlikely event of a claim.
- Your guarantee applies only to the original purchaser of the product and is not transferable.
- Your guarantee provides for a free repair or replacement of any faulty component, provided that the product is in one of the designated delivery areas.
- The guarantee does not extend to the fabric or leather used to upholster the product as this is subject to wear and tear associated with use. Furthermore, usage and treatment in the customer's environment is beyond Coricrafts control.

Natural leathers are soft and velvety. They have been tanned without altering any of their natural features. Therefore, all the distinctive original markings stand out. This is the living proof of the leather's absolute natural origins.

## The following may occur in leather products

- Dye lots may vary.
- Colour variations may occur due to multiple hides required to make up the product.
- Marks, tick bites, healed scars, scratches, stretch marks and scuff marks are characteristic of full grain leather and are therefore not defects. Prominent brand marks may also be visible and are not considered defects.

## Guarantees do not apply to

- Defects or damage arising from negligence, abuse or misuse, including (but not limited to) improper maintenance - referred to as 'dressing', exposure to water, direct sunlight, coastal air, chemicals, accidents, any use for which the product was not designed nor, does it cover ordinary wear and tear; failure to comply with Coricrafts care instructions or specifications.
- Extreme use is considered damages caused by more than normal wear and tear this includes: Solvent spills, Ink, Paint, Body fluids (Human or Animal), Incorrect cleaning, sitting

on arms and backs of the sofas or placing furniture outdoors in direct sunlight or proximity to an open heat source.

## Coricraft will only be liable to honour a Guarantee if

- The defect existed at the time of delivery and manifested during the guarantee period.
- The defect did not arise due to normal wear and tear or misuse/abuse by the customer.
- The product concerned is used for the purpose intended and in a domestic environment i.e. commercial use is not guaranteed.
- The customer duly complied with the care instructions and maintenance

## Care instructions

### Cleaning

- We recommend that you CoriGuard your leather to prevent liquid damage. CoriGuarding will extend the longevity and aid in the cleaning of your leather sofa .
- Spills must be wiped up immediately with a clean dry cloth to remove excess liquid. Solids should be lifted off the fabric with a spoon to prevent penetration of the stain.
- Vacuum regularly to prevent dust from settling into the leather.
- Use the correct leather care kit for your leather every 6 months to nourish and protect your leather (available in store).
- The use of an Anti- Makassar on head and arm rests is suggested to prevent darkening of the leather in these areas.
- Avoid direct sunlight or harsh lighting and keep away from heat sources.
- Seek professional advice to remove stains.

### Cushions

- Remove your Corifill seat and back cushions regularly and puff the cushions into shape from all sides see instructions .
- Rotate all foam and Corifill cushions as often as possible to ensure even wear on the inners.
- Refreshing of filling is available at our warehouses by appointment.



## Natural Markings

- Remove your Corifill seat and back cushions regularly and puff the cushions into shape from all sides see instructions .
- Rotate all foam and Corifill cushions as often as possible to ensure even wear on the inners.
- Refreshing of filling is available at our warehouses by appointment.



### Description of Marking:

The grain, like human finger prints is unique to each individual hide. It is the hallmark of full grain leathers and can vary from hide to hide or even within one particular hide.



### Description of Marking:

Brand marks are used as identification marks and are part of virtually every hide. A cow may be branded 3 or 4 times in its lifetime.



### Description of Marking:

Stretch marks occur because of the cow giving birth and become a permanent marking on the cow.



### Description of Marking:

Scratch marks are the result of the cow's unsheltered life and evidence that the hide is indeed top grain. Hides with fewer scratch marks are more expensive but the scratch marks do not affect the strength or durability.



### Description of Marking:

Scars caused by the abundance of insect and/or Tick bites. Typically these scars heal but leave visible markings, lighter or darker than the rest of the hide. Mosquitos, flies and ticks leave their marks.



### Description of Marking:

Wrinkles occur naturally in the loose skin around the neck and belly of all cows. The skin must be loose to allow the needed flexibility for grazing and overall growth.



### Description of Marking:

Natural furrows appear along the backbone of all hides due to the animal's physiology.

# Your Coricraft Slip cover sofa Guarantee

- 10 years on the frame
- 2 years on the stitching
- 2 years on the webbing or springs
- 2 years on the foam or corifill
- It is important that you retain your invoice as proof of purchase .
- Please keep your invoice and guarantee in a safe place, as you will need to produce them in the unlikely event of a claim.
- Your guarantee applies only to the original purchaser of the product and is not transferable.
- Your guarantee provides for a free repair or replacement of any faulty component, provided that the product is in one of the designated delivery areas.
- The guarantee does not extend to the fabric or leather used to upholster the product as this is subject to wear and tear associated with use. Furthermore, usage and treatment in the customer's environment is beyond Coricrafts control.

## Guarantees do not apply to

- Defects or damage arising from negligence, abuse or misuse, including (but not limited to) improper maintenance - referred to as 'dressing', exposure to water, direct sunlight, coastal air, chemicals, accidents, any use for which the product was not designed nor, does it cover ordinary wear and tear; failure to comply with Coricrafts care instructions or specifications.
- Extreme use is considered damages caused by more than normal wear and tear this includes: Solvent spills, Ink, Paint, Body fluids (Human or Animal), Incorrect cleaning, sitting on arms and backs of the sofas or placing furniture outdoors in direct sunlight or proximity to an open heat source.

## Coricraft will only be liable to honour a Guarantee if

- The defect existed at the time of delivery and manifested during the guarantee period.
- The defect did not arise due to normal wear and tear or misuse/abuse by the customer.
- The product concerned is used for the purpose intended and in a domestic environment i.e. commercial use is not guaranteed.
- The customer duly complied with the care instructions and maintenance Care instructions.

## Cleaning

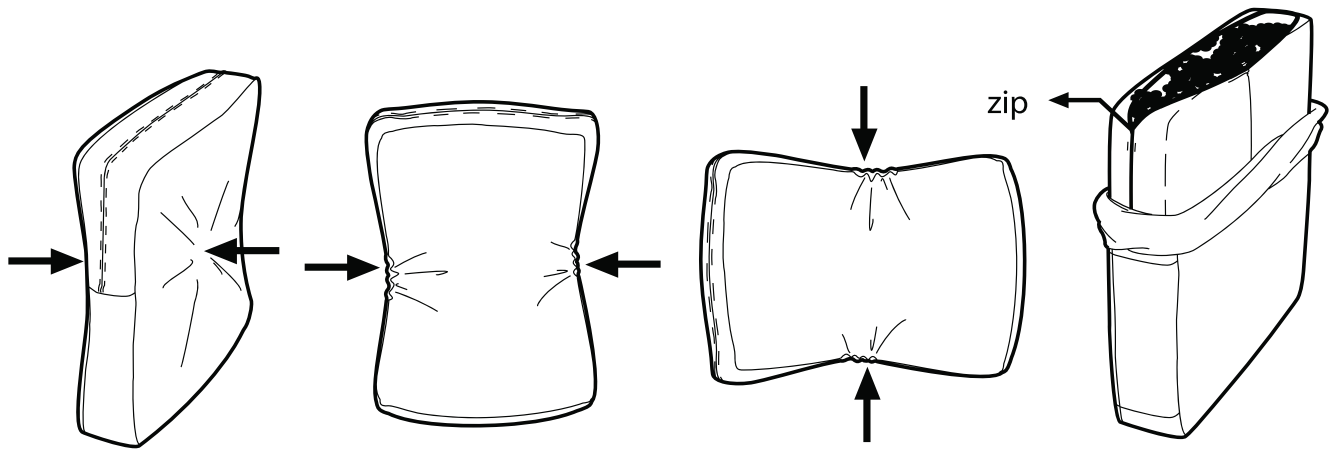
- We recommend that you CoriGuard your slipcover to prevent liquid damage to your fabric. CoriGuarding will extend the longevity and aid in the cleaning of your slip covered sofa.
- Spills must be wiped up immediately with a clean dry cloth to remove excess liquid. Solids should be lifted off the fabric with a spoon to prevent penetration of the stain.
- Vacuum regularly to prevent dust from settling into the fabric, this will also prevent pilling to some extent.
- Machine or hand wash your loose covers inside out on a cold gentle cycle using a mild detergent that doesn't contain optical brighteners, bleach or harmful agents. We recommend Woolite.
- Do not tumble dry, remove cover from washing machine and replace cover on the frame while still damp , Smooth out any creases by hand and let your slip cover dry naturally.
- Do not spot clean your fabric as it could lighten the spot .
- Wash all parts an equal number of times to prevent shade variation.
- Avoid direct sunlight or harsh lighting.
- Spills must be wiped up immediately with a clean dry cloth to remove excess liquid. Solids should be lifted off the fabric with a spoon to prevent penetration of the stain.
- Seek professional advice to remove stains

## Dressing and puffing

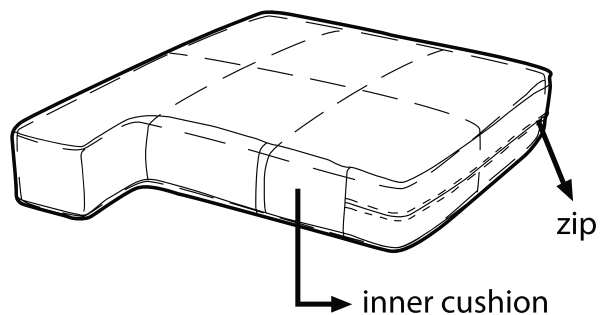
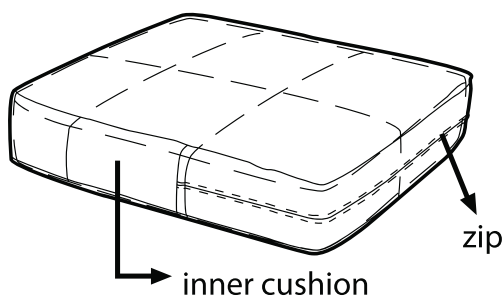
- Slip covers need to be dressed on the frame to look their best, you may need to wiggle the piping into place or adjust the Velcro to fit snugly. Watch our slip cover dressing video on our website for tips and tricks to get your loose cover looking great.
- Remove your seat and back cushions regularly and puff the cushions into shape from all sides see instructions.
- Rotate the cushions as often as possible to ensure even wear on the inners.
- We offer a free refresh of your cushion filling , this service is available at our distribution centres by appointment.

# Your Coricraft Leather sofa Guarantee

Pat the cushions as indicated by the arrows in the diagram below to regain the original puff look.



If you do not achieve the desired “puffiness” open the zip and shuffle the Corifill to the areas of the cushion where it is hollow or flat. The reason why Coricraft has zips in our inner cushions is to enable you to do this



# Your Coricraft Fully Upholstered Sofa Guarantee

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- 2 years on the stitching
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- Your guarantee applies only to the original purchaser of the product and is not transferable.
- Your guarantee provides for a free repair or replacement of any faulty component, provided that the product is in one of the designated delivery areas.
- The guarantee does not extend to the fabric or leather used to upholster the product as this is subject to wear and tear associated with use. Furthermore, usage and treatment in the customer's environment is beyond Coricrafts control.

## Guarantees do not apply to

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- The customer duly complied with the care instructions and maintenance Care instructions.

## Cleaning

- Professional clean only .
- Vacuum regularly to prevent dust from settling into the fabric, this will also prevent pilling to some extent.
- Do not spot clean your fabric as it could lighten the spot.
- Avoid direct sunlight or harsh lighting.
- Seek professional advice to remove stains

## Dressing and puffing

- Flip. About every two weeks, you should flip your upholstery cushions. This will ensure that they wear evenly and will help to maintain their shape. Both the seat and back cushions need this regular change to perform their best.
- Fluff. Because cushions are not made of concrete, but of soft materials, they must be regularly fluffed to maintain their shape and comfort. By fluffed, I mean punched, prodded, poked and pushed around to refresh the shape and loft of the cushions ... just like you do with your bed pillows when they flatten out.
- As you settle into your new fabric or leather upholstery, “comfort wrinkles” will begin to appear. This is a natural part of the upholstery maturing process.
- Comfort Wrinkles are caused by many things. They are normal in upholstered furniture that is designed to have soft seating and back support. The type of covering and filling has a significant role reducing comfort wrinkles.
- Refreshing of filling is available at our warehouses by appointment

## Upholstery pilling

A pill is a small ball of fibres that form on the face of a piece of fabric. It is caused by abrasion on the surface of the fabric and is considered an unsightly occurrence on furniture.

## What causes pilling

Loose fibres have a natural tendency to move to the surface of a piece of fabric, where they are subject to friction. This can cause the fibres to twist together into small balls. Fibres that remain secured to the fabric are also twisted into the ball, so that the pill is then secured to the surface of the material.

Friction is caused in the normal course of people using their furniture; rubbing against the surface causes friction.

Pilling is more noticeable on man-made fibres. This is mainly because natural fabrics shed loose fibres easily while man-made fibres are notoriously strong, so the pills are anchored strongly to the fabric.

## Should I send the fabric back?

It is important to note that pilling is not a fabric defect or fault and is not covered under warranty. It can be compared to the shedding experienced when purchasing new carpet – think about the way carpet behaves when newly installed, as there are constantly new loose fibres coming to the surface over the first few months of use. This is completely normal and will reduce once the excess fibres are gone. Consumers are sometimes concerned that pilling means that the fabric is wearing away and disintegrating – this is not the case. Pilling is a normal occurrence caused by wear and

## How do I remove pilling?

The quickest and most cost-effective approach is to use a battery-operated pill shaver to remedy the situation. If pilling reoccurs, it can be simply shaved again. This may occur several times, but the piling will diminish and eventually cease once the excess fibres are removed.

## Can I buy fabric that doesn't pill?

Since all fabrics will pill to some extent, the possibility of it happening should not be a main concern when choosing an upholstery fabric. However, there are fabrics that are less likely to pill. Some are treated or coated during the manufacturing process to adhere excess fibre to the surface of the fabric. Some are also put through a singeing process, which quickly burns the excess surface fibres away.

Smooth, tightly woven fabrics and fabrics made from tightly twisted yarns are less likely to pill, because the fibres are held tightly in the cloth. When a fabric is made from more than one fibre type, where one fibre is strong, and one is weak (for example poly cotton blends) piling will be more noticeable, because the weaker fibre wears and breaks, while the stronger fibre holds the pills to the cloth. Ultimately, if you notice that your furniture is developing pills, don't be alarmed. It is easily remedied and does not mean your furniture is made of inferior quality fabric.

# Mattress and bed base guarantee

All mattresses are manufactured specifically for Coricraft at the highest quality, we do not supply industry known brands, as we have our own uniquely designed luxury range of mattresses.

## Mattress ticking

Our mattresses are covered in luxurious plush premium stretch fabric. The fabric is between 300g to 350g fibre that is spun into silky soft threads which is called Ticking Fabric.

## Hand Tufted Mattress

Hand Tufting as a manufacturing process dates to the 18th century and it is easy to see why this technique has lasted the test of time. In this process tufts pass through the entire mattress ensuring that the comfort layers will be correctly held in place for life. Hand tufting is the secret ingredients for a long-lasting mattress because the technique will keep the comfort layers in place for the entire life of the mattress.

## Bed Bases

There is no price difference between the standard and extra length mattresses or base sets. The Base is the same for each mattress. It has 6 legs and the wood has been dried in a kiln, therefore it feels lighter, but it is in fact stronger.

## Mattress sizes and Definitions

Single	92cm
Three quarter	107cm
Double	137 cm
Queen	152cm
King	183cm
Standard Length	188cm
Standard extra length	200cm

## Guarantee and Warrantee

Our different mattresses carry their own guarantee and warrantees, provided that the mattress is clean. We recommend the use of mattress protectors.

- **Guarantee** – During the guarantee period, any problems with a bed will be rectified at Coricraft's expense, excluding transport costs. We will replace a bed in accordance with the specific guarantee policy. The guarantee period varies between mattress ranges, but most of our beds come with a minimum guarantee of 1 year to a maximum of two years. The guarantee covers poor workmanship and or material defects only.
- **Warrantee** – This is in effect as soon as the bed's guarantee period has elapsed. Coricraft will replace or repair the bed in accordance with the warranty policy. The warranty period varies between ranges, anywhere from 1 to 15 years.

## Mattress ranges offered by Coricraft

### Prince Mattress

Features	Benefits
<ul style="list-style-type: none"> <li>• Coricraft comfort loft of 250grams fibre and foam peeling.</li> <li>• 30 density foam, premium comfort layer of resilient firm foam</li> <li>• Bonell spring: Internationally tried and tested. Bonell Spring unit</li> <li>• Edge Guard, designed with edge guards all around</li> </ul>	<ul style="list-style-type: none"> <li>• Provides initial luxury comfort</li> <li>• Provides supportive durable comfort that's built to last</li> <li>• Designed to comfort and support the human body</li> <li>• Provides a broader sleeping surface and firmer edges.</li> <li>• 8 years warranty, 100kg</li> </ul>

### 2. Baron Mattress

Features	Benefits
<ul style="list-style-type: none"> <li>• Comfort loft of 250 grams fibre and foam peeling in deep quilted stretch fabric.</li> <li>• 30 density foam, premium comfort layers of resilient luxury foam</li> <li>• Pocket spring, internationally tried and tested "turn free" pocket system</li> <li>• Unit encased by two rows of "Heavy Duty" edge guard pockets</li> </ul>	<ul style="list-style-type: none"> <li>• Ensures the Comfort loft remains resilient</li> <li>• Provides supportive durable comfort that is built to last</li> <li>• Limits partners movements, enhancing undisturbed and revitalizing sleep.</li> <li>• Provides firm comfortable edges ensuring a luxury Edge to edge sleeping surface.</li> <li>• 10 Year warranty</li> <li>• 110kg</li> </ul>

### 3. Duke Mattress

Features	Benefits
<ul style="list-style-type: none"> <li>• Coricraft comfort loft of 350 grams fibre and 23 density peeling.</li> <li>• Premium comfort layers of 30 density and blended Latex luxury foam</li> <li>• Pocket spring, internationally tried and tested "turn free" pocket system</li> <li>• Unit encased by two rows of "Heavy Duty" edge guard pockets</li> </ul>	<ul style="list-style-type: none"> <li>• Ensures the Comfort loft remains resilient</li> <li>• Provides supportive durable comfort that is built to last</li> <li>• Limits partners movements, enhancing undisturbed and revitalizing sleep.</li> <li>• Provides firm comfortable edges ensuring a luxury Edge to edge sleeping surface.</li> <li>• 12 Year warranty</li> <li>• 120kg</li> </ul>

### 4. Emperor Mattress

Features	Benefits
<ul style="list-style-type: none"> <li>• Coricraft comfort loft of 350 grams fibre and 23 density peeling.</li> <li>• Premium support layers of 40 density foam</li> <li>• internationally tried and tested "turn free, Nested" pocket system</li> <li>• Unit surrounded by two rows of "Heavy Duty" edge guard pockets</li> </ul>	<ul style="list-style-type: none"> <li>• Providing luxury comfort</li> <li>• Introducing Superior supportive comfort that is built to last</li> <li>• Providing undisturbed Timeless support</li> <li>• Provides lasting firm, comfortable edges, ensuring edge to edge sleeping surface luxury</li> <li>• 15 Year warranty</li> <li>• 160kg</li> </ul>

### 5. Knight mattress

Features	Benefits
<ul style="list-style-type: none"> <li>• Coricraft comfort loft of 350 grams fibre and 23 density peeling.</li> <li>• Premium support layers of 23 density foam</li> <li>• Turn free, Foam Core of high density and reconstructed foams</li> <li>• High density foam</li> </ul>	<ul style="list-style-type: none"> <li>• Ensures the comfort layers are locked in place for life.</li> <li>• Introducing superior supportive comfort that is built to last</li> <li>• Providing undisturbed timeless support</li> <li>• Provides lasting firm comfortable edges, ensuring edge to edge sleeping surface luxury</li> <li>• 15 Years warranty</li> <li>• 90 kg</li> </ul>



## Mattress protectors

Cotton terry towel mattress protectors have a waterproof and breathable thermoplastic poly urethane (TPU) membrane that provides a complete protective barrier against spills and stains and protects against dust mites. A fully elastic skirt provides a secure fit around your mattress. Our Cotton terry towel is absorbent, luxurious and is knitted locally in SA.

### Features:

- Nontoxic - our hot melt glue used to laminate the fabric contains no solvents or formaldehyde which makes our adhesive baby safe and ensures there are no carcinogenic properties in our product.
- Hypoallergenic - The antimicrobial properties in our membrane reduces the risk of an allergic response.
- Environmentally friendly - Manufacturing process is toxin free, thus making our product safe for the environment and consumers
- To preserve the life of your mattress protector wash at 30 degrees Celsius, tumble dry at medium heat or drip dry, do not iron.