

# MOROSO<sup>®</sup>

## GENERAL TERMS OF WARRANTY

### *General information and maintenance*

A product identified as “sofa”, “armchair” and “chair” are items of furniture used for seating and for use solely in residential and commercial interiors, unless otherwise stated.

Avoid sitting and jumping on the cantilevered parts and backs as this may break or put out of shape the upholstery and frame. Over time, the padding may gradually flatten with normal use; this should be considered natural even if it occurs within the warranty period.

Generally speaking, do not drag the product on the floor but instead lift it when moving it in any way to avoid damaging the support of the structure and the floor itself. Protect the parts resting on the floor (base, feet, etc.) against impact and contact with rigid parts and from liquids or cleaning products containing corrosive substances. The footpads are subject to wear and require regular checks and replacement if needed.

Though its strength and resistance to natural and artificial light have been certified, fabric upholstery — especially brighter colours — is nevertheless subject to slight alteration over time due to normal washing and use. The surface of leather upholstery may bear characteristic marks from the animal’s lifetime (wrinkles, scars, pores, variations in grain, etc.) that should not be considered flaws, but rather a sign of the product’s natural origin.

### **Exclusions**

This limited warranty does NOT cover defects or damages resulting from misuse, neglect, accident, unauthorized modification or unauthorized repair, incorrect maintenance or installation.

The Warranty expressly excludes normal wear and tear, including but not limited to, faults or defects caused by the following conduct, including preparatory and subsequent:

- dragging the product on the floor when moving;
- lack of protection of the parts that rest on the floor (bases, feet, etc.) against impact and contact with rigid parts and from liquids;
- use of or cleaning products containing corrosive;
- sit and jump on the cantilevered parts and backs as this may break or put out of shape the upholstery and frame;
- mechanical damage caused by the Buyer or by third parties;
- damage from sharp objects or fingerprints from writing instruments;

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CAP. Sociale  
€ 1.000.000,00 I.V.  
CAP. Deliberato  
€ 910.000,00  
C.C.I.A.A. Udine 127077

[www.moroso.it](http://www.moroso.it)

System Certification  
according to:  
UNI EN ISO 9001  
Quality Management  
UNI EN ISO 14001  
Eco Management

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- damage or defects caused by incorrect cleaning and maintenance of the product and / or in any case different from the instructions given by the Seller;
- improper use or positioning in an inappropriate place with respect to the intended use
- prolonged exposure to humidity or direct sunlight or artificial light;
- modifications, alterations, repairs and tampering carried out by the Buyer or by third parties.

In any case, the following are excluded from the Warranty

- damage in transport: the customer is responsible for inspecting the goods upon delivery, presenting any necessary claims to the carrier, and immediately reporting any damage that is discovered;
- custom-upholstered products;
- defects and deterioration due to normal long-term wear and tear, abnormal and/or excessive use, or improper treatment of materials;
- stains, even when the article is used in a public place;
- damage and deterioration of products due to improper handling and/or storage at the distributor or retailer's warehouse;
- tampering or attempt to repair the product — whether the structure or the upholstery — by the owner or a third party without written authorization from Moroso.

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## CONDIZIONI GENERALI DI GARANZIA

### *Informazioni generali e modalità d'uso dei prodotti*

I prodotti identificati come “divano”, “poltrona” o “sedia”, sono mobili per sedersi, indirizzati esclusivamente all'uso in interni di tipo residenziale o commerciale, se non diversamente specificato.

Non sedersi e non saltare sulle parti a sbalzo e sugli schienali in quanto può causare rotture e deformazioni delle imbottiture e della struttura. Con il normale utilizzo del prodotto, nel tempo può verificarsi un graduale schiacciamento delle parti imbottite, che è da considerarsi naturale, anche se compreso nel periodo di garanzia del prodotto.

In generale, non trascinare il prodotto sul pavimento ma sollevarlo per qualsiasi tipo di movimentazione per evitare danni alla struttura di appoggio e alla pavimentazione stessa. Preservare le parti di appoggio a terra (piedi, piedini, ecc.) dagli urti e dal contatto con parti rigide e liquidi o prodotti di pulizia contenenti agenti corrosivi. I sottopiedi - se previsti - sono soggetti a usura; richiedono controllo regolare per verificarne lo stato di logoramento ed eventualmente procedere con la sostituzione.

I tessuti di rivestimento, soprattutto nei colori più intensi, pur avendo caratteristiche dichiarate di resistenza alla esposizione della luce solare o artificiale, e meccaniche, subiscono in ogni caso una leggera alterazione nel tempo, dovuta all'usura ed alle normali operazioni di manutenzione. Sulla superficie dei rivestimenti in pelle, possono essere evidenti segni caratteristici della vita dell'animale (rughe, cicatrici, porosità, differenze di grana, ecc.), che non sono da considerare difetti, ma garanzia della naturalità del prodotto.

### **Esclusioni**

La presente Garanzia NON copre difetti o danni risultanti da uso scorretto, abuso, negligenza, modifiche e/o riparazioni non autorizzate, improprio utilizzo, errata manutenzione o erronea installazione e/o montaggio da parte del Cliente o di terzi.

La Garanzia esclude espressamente la normale usura, inclusi a titolo esemplificativo e non esaustivo, vizi o difetti determinati dalle seguenti condotte anche propedeutiche e successive:

- trascinamento del prodotto sul pavimento ai fini del suo spostamento;
- mancata preservazione delle parti di appoggio del prodotto a terra come piedini, piedi etc. da urti e contatti con parti rigide e liquidi;
- utilizzo di prodotti corrosivi;

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- seduta o appoggio di pesi su parti a sbalzo, sugli schienali e sui braccioli;
- danni meccanici causati dall'Acquirente o da terzi;
- danni da oggetti appuntiti o impronte di strumenti da scrittura;
- danni o difetti causati da errata pulizia e manutenzione del prodotto e/o comunque difforme dalle istruzioni impartite dal Venditore;
- uso improprio o posizionamento in un luogo non appropriato rispetto all'uso cui è destinato;
- esposizione prolungata all'umidità o alla luce solare o artificiale diretta;
- modifiche, alterazioni, riparazioni manomissioni eseguite dall'Acquirente o da terzi.

## Sono in ogni caso esclusi dalla Garanzia:

- danni di trasporto: spetta al Cliente effettuare il controllo dei beni ricevuti all'atto della consegna, le dovute riserve al vettore e la segnalazione delle difettosità riscontrate immediatamente;
- rivestimenti realizzati con tessuto o pelle forniti dal Cliente;
- anomalie e deterioramento dovuti alla normale usura nel tempo, da un uso anomalo e/o esagerato o da un trattamento errato dei materiali;
- macchie, anche nel caso di uso in luogo aperto al pubblico;
- rotture e deterioramento dei prodotti a seguito di errata movimentazione e/o stoccaggio presso magazzino del Punto Vendita o del Distributore.

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