

**NOVA SOLO LIMITED WARRANTY**

For the purposes of this document, Nova Solo Furniture Inc., Nova Solo Furniture LLC., & Nova Solo A/S hereinafter will be referred to as "Nova Solo".

Nova Solo offers a limited worldwide warranty that guarantees our products are free from defects in craftsmanship or construction for a period of 1 year from the original invoice date, under normal use.

Any item repaired or replaced under this Limited Warranty will be covered by the Limited Warranty for the remainder of the original warranty period only.

All Products

This Limited Warranty does not apply to (i) rented, business, commercial, institutional, or other non-residential uses, (ii) any merchandise purchased "as is" or second-hand, (iii) any merchandise purchased at a distress sale or a going-out-of business sale, (iv) any merchandise purchased from a liquidator, or (v) merchandise obtained from a rental retailer. All warranties, whether express or implied, cover only normal household usage. No warranty, express or implied, applies to any condition resulting from misuse, abuse, delivery or transportation damage, nor any condition resulting from incorrect or inadequate maintenance, cleaning or care.

The Limited Warranty does not cover (i) damages resulting from excessive soiling, improper or unapproved cleaning methods, (ii) fading or other damages resulting from exposure to sunlight, (iii) damages resulting from household moisture and temperature levels, or (iv) damages resulting from any liquid, including but not limited to alcohol and water. CAUTION: Any use of improper or unapproved cleaning methods voids this Limited Warranty.

Modifications to Products

This Limited Warranty does not apply to any products that have been altered or products which have received improperly or incorrectly performed maintenance or repair.

Implied Warranties

IMPLIED WARRANTIES, INCLUDING ANY OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE IMPOSED ON THE SALE OF THIS FURNITURE AND ITS PARTS UNDER STATE/COUNTRY LAW, ARE LIMITED IN DURATION TO THE WARRANTY PERIOD. SOME STATES/COUNTRIES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU.

DISCLAIMER

NO OTHER EXPRESS WARRANTY HAS BEEN MADE OR WILL BE MADE ON BEHALF OF NOVA SOLO WITH RESPECT TO THE FURNITURE AND ITS PARTS, OR THE OPERATION, REPAIR, OR REPLACEMENT OF THE FURNITURE AND ITS PARTS. FURTHERMORE, NO REPRESENTATIVE OF NOVA SOLO OR ITS DISTRIBUTORS OR RETAILERS IS AUTHORIZED TO MAKE ANY CHANGES OR MODIFICATIONS TO THESE LIMITED WARRANTIES.

SOME RETAILERS OFFER EXTENDED OR ADDITIONAL WARRANTIES, EITHER FROM THE RETAILER OR THROUGH A THIRD-PARTY. NOVA SOLO SHALL NOT BE LIABLE UNDER ANY EXTENDED OR ADDITIONAL WARRANTIES OFFERED BY ANY RETAILER OR THROUGH A THIRD-PARTY UNDER ANY CIRCUMSTANCES.

IN NO EVENT SHALL NOVA SOLO BE RESPONSIBLE FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES, SUCH AS LOSS OF USE, INCONVENIENCE, LOSS OR DAMAGE TO PERSONAL PROPERTY, WHETHER INDIRECT OR DIRECT, AND WHETHER ARISING IN CONTRACT OR TORT EVEN IF IT HAD REASON TO KNOW IN ADVANCE THAT SUCH DAMAGES WERE POSSIBLE. SOME STATES/COUNTRIES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE FOREGOING LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

IN NO EVENT SHALL NOVA SOLO'S RESPONSIBILITY EXCEED THE PURCHASE PRICE OF THE PRODUCT OR ITS REPLACEMENT.

This warranty gives you specific legal rights, and you may also have other rights that vary from state to state, or country to country.

**PRODUCT DISCLAIMER**General

Furniture items are to be used for their intended purpose only: to store and to display household items (e.g. sideboards, cabinets, hutches, wardrobes) or to support household activities such as seating<sup>1</sup> (e.g. chairs), eating (e.g. tables) and sleeping (e.g. beds). Users must always exercise caution in operation. Children (and adults alike) should never be allowed to play, climb or hang on the furniture or its components (shelves, doors, drawers etc.).

To prevent serious injury from furniture tip-over, always place the product on a level surface and secure taller furniture pieces to the wall using restraints and wall anchor hardware<sup>2</sup>. To further reduce the risk of injury, place heavier personal items in the lower compartments of the furniture.

Any wall fixtures (e.g. floating shelves<sup>3</sup> & coat racks<sup>4</sup>), are recommended to be mounted to brick or concrete walls. Do not mount floating shelves or coat racks into drywall. Mounting screws should be screwed into wall plugs.

Caution

Motion furniture (stools, etc.) has many moving parts. Caution must be used in operation (opening, closing, etc.). Children should not be allowed to play on or operate motion furniture. Only the occupant should operate it.

Materials & Construction

The unique nature of wood and the other materials that are used in production means that no two pieces of furniture will be exactly alike. Small gaps at joints are left intentionally during assembly to allow for natural shrinkage and expansion of the natural wood materials.

Dimensions

Due to the character of natural products, all dimensions, whether given in metric or imperial, are approximate and are liable to be rounded up or down to the nearest whole number.

Appearance & Finish

All Nova Solo products are hand finished by skilled craftsmen. This personal touch, combined with the natural characteristics of the materials used, creates a unique product that is truly one of a kind. Slight variations in finish, including color and texture, are to be expected, and are not considered product defects.

Nova Solo Furniture makes every effort to ensure that each item is produced to our exacting standards but cannot be held responsible for slight variations in finish, colour and general appearance.

Imperfections or variations in the grain, color, or sheen of the wood may occur naturally. As a result, these naturally occurring characteristics are not viewed as damages or defects.

Photographs

Please note that images of products displayed on the website may differ in color due to differences in resolution, color settings and brightness of computer monitors. Customers are reminded that colours and finishes may vary according to the unique nature of each item of furniture.

<sup>1</sup>All Nova Solo seating (e.g. chairs) is designed to withhold a maximum dynamic weight of 113 kg/250 lbs.

<sup>2</sup>In accordance with ASTM Designation F2057-19 a tip over restraint is provided for all free-standing clothing storage units, including but not limited to chests, chest of drawers, drawer chests, armoires, chifforobes, bureaus, door chests and dressers, 27 in. (686 mm) and above in height.

<sup>3</sup>Nova Solo Floating Wall Shelves can withstand a maximum weight of: Small 20 kg/44 lbs., Medium 30 kg/66 lbs., Long 40 kg/88 lbs. Extra Long 50 kg/110 lbs.

<sup>4</sup>NovaSolo Coat Racks can withstand a maximum weight of 5kg/11 lbs. per hook.

**NOVA SOLO CLAIM PROCEDURE**Claim Procedure Under Warranty

To obtain warranty services, the original retail purchaser must comply with the requirements of this Claim Procedure.

Contact the Nova Solo authorized retailer from whom you purchased your furniture, to obtain warranty service. All claims must include the original bill of sales/proof of purchase, shipment date, quality control slip, detailed description of defect(s), photographs of defect(s), photographs of original packaging (if applicable) and be filed within the applicable warranty period.

Nova Solo reserves the right to require defective parts be returned upon request. If the product issue can be corrected without replacement, Nova Solo will arrange repair through the authorized dealer at no additional cost for the repair. If the product requires replacement, Nova Solo will arrange replacement through the

authorized dealer at no additional cost for the product. Nova Solo is not responsible for costs or scheduling associated with the transportation or delivery of your repaired or replacement product; you must make these arrangements directly with the authorized dealer.

If the retailer from which you purchased the furniture has closed and you need service, contact Nova Solo in writing at [info.nova@novasolo.com](mailto:info.nova@novasolo.com).

#### Claim Procedure Due To Damages In Transit

All orders must be inspected at the time of delivery for order shortage and damages before signing acceptance of goods. Claims for delivery shortage(s) or damages must be reported directly to the carrier at the time of delivery. DO NOT accept any order that appears damaged.

Nova Solo is not responsible for return, replacement, or disposal charges associated with delay or damage caused by the carrier. Products damaged during transit will not be covered under warranty.

If Nova Solo coordinated your shipping, Nova Solo will assist in the facilitation of the claim submission with the carrier and must be informed within 48 hours of receiving or refusing the order by email at [info.nova@novasolo.com](mailto:info.nova@novasolo.com). Failure to provide such notice to Nova Solo shall be deemed acceptance of such Nova Solo products as complete and satisfactory to the Purchaser, and Nova Solo will not be able to assist with the claim.

All claims must include the original bill of sales/proof of purchase, shipment date, quality control slip, detailed description of defect(s), photographs of defect(s), photographs of original packaging (if applicable).

Nova Solo reserves the right to require that damaged products are returned. All damaged products that are returned to us must be packed in the original packaging, if the original packaging is damaged or was removed as a part of the In-Home Delivery, products must be packed in a manner to prevent damage during return shipping.

#### **CARE & MAINTENANCE**

Make your furniture last a lifetime. Although furniture ages with time, proper care and cleaning can help to preserve its original condition.

#### Wood Furniture

Wood is a natural material that is sensitive to its environment. Maintain the appearance of your wooden furniture by setting and maintaining a controlled environment indoors. Keep furniture away from heating or air-cooling sources to prevent changes in temperature and humidity, which can cause unnecessary cracking and warping of the wood.

The wood finish on your furniture is sensitive to UV rays, to prevent changes to the finish, avoid placing the furniture in direct sunlight. To protect the finish against damage from hot or cold beverages and/or hot serving dishes, we recommend using cork or felt bottomed coasters and trivets. To protect the furniture from spills and scrapes, please use place mats, tablecloths, or padded table covers where needed.

Dust your furniture frequently with a lambswool duster and wipe down your furniture with a moist cloth periodically (chamois recommended). For a deeper clean, wipe the furniture down with a damp cloth, dipped in a dilute solution of lukewarm water and mild dish soap. Make sure to dry the surface thoroughly after cleaning. DO NOT use abrasives or harsh chemicals on wood furniture as this will damage the finish and the wood.

#### Rattan Furniture

Rattan is a natural material that is sensitive to its environment. Keep your rattan furniture out of direct sunlight, as it may alter the coloration of the rattan or cause it to dry and split. Brush your rattan furniture on a semi-regular basis to reduce the accumulation of dust and to prevent the growth of mildew. If you notice any canes or poles that have become unwoven, slip them back into their original position by hand.

To clean rattan furniture, wipe the furniture down with a damp cloth, dipped in a dilute solution of lukewarm water and mild dish soap. For cracks and crevices, you can clean the rattan with a toothbrush or another soft brush, dipped in the same solution. DO NOT over-wet the rattan as this may damage the furniture. DO NOT use abrasives or harsh chemicals on rattan furniture. In the event of spills, clean immediately as rattan can absorb coloration from any solution applied to it.

#### Glass Furniture

Glass components are extremely delicate and great care must be taken when cleaning glass surfaces. Glass components should be carefully dusted regularly. Prior to any further cleaning, ensure all dust and/or debris have been removed, as they may scratch the glass during further cleaning processes. For a streak-free clean, use a microfiber cloth and a cleaner specifically formulated for glass. Ensure the cleaner is only applied on the glass surface, or preferably onto the cloth, as it may cause damage to the product finishes on the other component materials of the furniture. Clean the surface with light pressure and ensure it is dried completely. DO NOT slide rough objects across glass, this may cause permanent scratches to the surface. DO NOT use abrasive cleaners on glass. DO NOT clean without gently removing any excessive dirt or debris in advance.

#### Hardware

Dust the hardware regularly with a microfiber cloth. In the event you need to clean the hardware, we recommend using a mild detergent (e.g. dish soap and lukewarm water) and a soft cloth. Please ensure you dry the hardware afterwards. DO NOT use or apply harsh chemicals, abrasives and/or cleaners as product damage could occur. DO NOT refurbish hardware.

#### Cushions

To maintain the condition of the cushions, keep them out of direct sunlight and flip/rotate them routinely. In the unfortunate event of spills, clean the spill immediately with a damp cloth. Remove the cushion cover and ensure the inner foam is cleaned and given time to fully dry afterwards. For a deeper clean of the cushion cover, you may wash it in the washing machine in cold water, using a mild detergent. Please ensure the zipper is closed prior to placing it in the washing machine. The cushion cover should be air dried. DO NOT place the cover in the drier as it may cause shrinkage. DO NOT place the

cushion foam in the washing machine or drier as it will be permanently damaged.

#### **ENVIRONMENTAL RESPONSIBILITY**

All hardwood materials are KAN (Komite Akreditasi Nasional) and SVLK (Sistem Verifikasi Legalitas Kayu) certified by TÜV Rheinland. KAN is a national accreditation committee that is in charge of and responsible for the accreditation of conformity assessments, which include assessing sustainable production forest management and timber legality practices. SVLK is an internationally recognized verification system that is overseen by the department of forestry in Indonesia. It ensures the timber used in the production and export of wooden products is legally sourced from sustainable plantations.

The medium density fiberboard (MDF) used as a secondary construction material in our collections CARB certified by Certification Services International (CSI), LLC. Products that achieve CARB Certification are verified by a third party to comply with the formaldehyde emissions standards that are required for composite wood products to be sold in California.

For more information on our products, materials, finishing and construction process please visit: [www.novasolo.com/product-information/](http://www.novasolo.com/product-information/)

#### **CONTACT INFORMATION**

To contact Nova Solo please visit our website at [www.novasolo.com](http://www.novasolo.com) or send us an email at [info.nova@novasolo.com](mailto:info.nova@novasolo.com).



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