

feeling

WARRANTY GUIDE

## **CONGRATULATIONS ON YOUR PURCHASE! YOU HAVE ACQUIRED A TOP-QUALITY PRODUCT!**

Feeling is a high-end décor brand where innovation meets design. Each piece is born from a careful gesture, with every product meticulously crafted to be genuinely one-of-a-kind.

We are committed to bringing dreams and projects to life with impeccable perfection! The result is design at its finest, with each product lovingly shaped through artisanal craftsmanship and held to the highest standards of quality, ensuring thoughtful care and attention in every detail.

The model you have acquired is an original product, thoughtfully designed and crafted in Brazil.

Since 1992, we have thoughtfully overseen every step in the pursuit of quality and comfort, following a rigorous quality-control process to deliver only the very best to you.

## **MANUFACTURER'S WARRANTY**

All sofas and armchairs by Feeling Estofados are covered by both the

legal (statutory) warranty and the manufacturer's (conventional) warranty, as outlined in this certificate and applicable regulations.

Please read this document carefully and follow the instructions should you need to initiate a claim under the manufacturer's warranty.

## **MANUFACTURER'S WARRANTY REGISTRATION**

Conditions for Activating This Warranty:  
Your Purchase Receipt must be presented as proof of purchase, confirming the date of acquisition, provided the product has been maintained in accordance with the general guidelines for routine care and cleaning.

### **Manufacturer's Warranty Scope**

This warranty, offered for the customer's protection, entitles the customer to assistance if the product, under normal use, develops defects not apparent at the time of delivery and for which the manufacturer is responsible.

The manufacturer provides no additional warranties beyond those specified herein, without affecting the rights granted under

applicable law.

## **WARRANTY CLAIM PROCEDURE**

The request must include the following:

- Purchase receipt indicating the delivery date.
- Photographic evidence showing the defect or damage.

After reviewing the photos, the retailer may promptly schedule an on-site inspection to verify the reported defects. If the issue is determined to be covered by the warranty, the retailer will submit a repair request to the manufacturer.

If identical materials are not available at the time of repair, particularly for leather products, the manufacturer reserves the right to substitute materials with others of equivalent quality and commercial value.

## **CONSUMERS' LEGAL RIGHTS**

Consumer rights may vary depending on the laws of your country.

## WARRANTY CERTIFICATE / TERMS

Please find below the Warranty Certificate/Terms, a key document detailing the specifications and coverage of our products.

**PLEASE READ THIS DOCUMENT CAREFULLY, AS IT CONTAINS IMPORTANT INSTRUCTIONS FOR THE PROPER USE, CLEANING, AND MAINTENANCE OF YOUR PRODUCTS.**

This warranty applies to the brand's sofas and armchairs:

- **01 (one) year** warranty on the frame (wooden skeleton frame/structure).
- **01 (one) year** warranty on all other components: upholstery, padding, cushions, stitching, manual and electric mechanisms, elastic webbing, wood finishes, legs, bases, mattresses and mechanisms, bed frames and slats.

This warranty is effective from the date of purchase by the end consumer, consisting of a **90 (ninety) day statutory warranty**, with the remaining period covered under the contractual warranty provided by Feeling Estofados, without extension.

The statutory warranty period is always applied first. Once it has expired, the contractual warranty provided by Feeling Estofados comes into effect.

**This warranty applies solely to products designed for exclusive domestic use.**

This warranty excludes defects caused by misuse, neglect, or the normal wear and tear of coverings.

Should improper use occur, or if conditions arise that fall outside the scope of this warranty or render it void, the consumer will bear all costs for repairs and material replacement.

Consumers are entitled to free technical assistance, as specified in the Feeling Warranty Certificate, if a manufacturing defect is detected.

The customer is required to provide the purchase receipt for the product, which must remain valid within the warranty period. Documents other than official Purchase Receipts issued by stores are not valid under Consumer Protection Law and will not be accepted as proof of purchase.

The product must be readily accessible whenever it needs to be collected for inspection or repair.

Should the product require hoisting within a building, the consumer shall bear the cost of the service.

Once a potential issue with the upholstery is reported, our representative will visit the consumer's residence to conduct a preliminary inspection and prepare an assessment report, which will then be sent to the factory to initiate the technical assistance process. If necessary, the sofa may be sent to the factory for a more detailed analysis.

The process may take up to 30 (thirty) days, and should a defect be confirmed, Feeling Estofados reserves the right to either repair or replace the product.

Should a product be returned or shipped for repair, the warranty does not cover damage sustained during transit to the factory—such as stains, dirt, tears, or breakage of mechanisms or structural components, including legs and bases—which remain the sole responsibility of the retailer.

Therefore, the product must be packaged with the same care as when it

was shipped from the factory to the store.

Should a product be replaced or repaired, the warranty period is not extended, and the effective date continues to be the original purchase date.

When required, the upholstered item may be forwarded to the factory for further analysis, which does not guarantee a product replacement, in accordance with the Consumer Protection Code. The warranty includes round-trip transportation between the retailer of purchase and the manufacturer; however, any travel by the customer to the retailer is the customer's responsibility.

## **INFORMATION ABOUT PRODUCT USE**

- Keep the product in a cool, dry area.
- Avoid excessive exposure to sunlight or other light sources, as this may cause the covering to fade or become discolored.
- Be cautious when cleaning the product's covering with chemicals, as they may cause permanent damage.
- Prevent children from jumping on the sofa, as this may cause deformation or other damage, especially if it has active



mechanisms, such as when unfolding into a bed or extending a seat.

- Be careful when placing heavy objects on the product, as too much pressure can cause deformation.
- Use the product evenly to avoid excessive wear on any single module/section.
- Use a soft-bristled brush for cleaning and vacuum the dust weekly.
- Regularly clean the leather covering with a soft cloth and mild detergent, carefully wiping away any excess.
- Protect the product from extended exposure to sunlight or humidity, and apply appropriate conditioning products, like liquid silicone, to maintain its durability and appearance.
- When cleaning marble surfaces, do not use abrasive cleaners. Dust with a dry cloth or duster, then gently wipe with a cloth slightly dampened with water.
- Regularly wipe the product's wooden surfaces with a clean, soft, dry cloth, always following the direction of the wood grain.
- Fluff the cushions regularly to keep the filling in shape and maintain the product's appearance, whether it contains foam, silicone fiber, or goose feathers.

## **WARRANTY EXCLUSIONS – ITEMS NOT COVERED**

- Warranty period expiry;
- Failure to present the product's official Purchase Receipt;
- Misuse;
- Product parts made with supplied fabric;
- Altered or tampered product or warranty certificate identification;
- If the purchaser undertakes or requests any alterations, repairs, or part replacements without prior authorization from the manufacturer;
- Improper transportation or storage;
- Damage resulting from natural events, including floods or other accidents/incidents
- Torn, soiled, or stained fabric;
- Damage to the product covering resulting from chemicals, treatments, cleaning agents, or other corrosive substances;
- Presence of natural characteristics and markings in the leather, such as wrinkles, scars, variations in grain, differences in color, bumps, and insect bites. These are evidence of the leather's authenticity.
- The use of extraction cleaning machines or any equipment that may damage the product's fabric or foam.

## FABRIC AND FINISH

- The warranty applies to products showing stitching defects in modules or components, and to instances of excessive cushion fill displacement.
- The warranty does not cover damage resulting from misuse, including tears, stains, burns, mold, or similar issues.
- The warranty does not cover color fading or discoloration of fabrics or finishes caused by exposure to sunlight or excessive light.
- Pilling is a natural occurrence in many types of fabric caused by friction and daily use and is an inherent characteristic of the material rather than a manufacturing defect.
- The warranty does not cover damage caused by any waterproofing agent, as such products alter the fabric's original characteristics.
- The warranty does not cover supplied fabrics. Please note that when fabric is provided by the customer, the final finish of the product cannot be guaranteed.
- Waterproofing agents must be applied correctly by a certified professional, who assumes full responsibility for any damage or alterations to the covering.
- If a fabric that has undergone waterproofing needs to be replaced for

any reason and is covered by this warranty, Feeling Estofados will not be responsible for reimbursing the customer for any waterproofing-related fees.

- Variations in grain, texture, and color are inherent to wood and marble and do not constitute defects; instead, they underscore the authenticity and uniqueness of each piece.

## **FOAM AND WEBBING**

- The warranty covers any deformations exceeding 20% that may occur during normal use of the product.

- The warranty does not cover customer dissatisfaction with the product's comfort level, as this is a matter of personal preference rather than a manufacturing flaw or defect.

- Consistently using the same area of the sofa may cause the cushions in that spot to develop a different level of support over time. This variation is not considered a defect or manufacturing flaw; it is simply a natural result of uneven usage patterns.

- The softening of foam and silicon-fiber cushions is a natural effect of regular use and is anticipated by ABNT Standard NBR 15164:2004 (up to 10% on seats and backrests). This process results from the

natural breakdown of the materials' molecular structure and does not indicate any loss in elasticity or density.

## **BIOTYPE**

Feeling products are designed to support up to 100kg per seat. Fabric tears, foam compression, or damage to mechanisms or structural components will not be covered if the product is found to have been used beyond the weight limit stated in the certificate.

## **FRAMES AND MECHANISMS**

Damage to the mechanisms or structural components of the upholstered piece, including dents or breakage, is not covered when it results from a fall or misuse. Reclining or retractable mechanisms can cause accidents if not operated with proper care. Please do not allow children to use these mechanisms as toys.

## **HOW TO PROCEED IF YOU REQUIRE TECHNICAL ASSISTANCE**

- Do not confuse damage resulting from misuse with a warranty-covered issue, as such cases will not be accepted as warranty claims or repaired by Feeling Estofados.
- Please check whether the item for which you are requesting technical assistance is warranty-covered, noting that the warranty period and conditions vary according to the component of the sofa — foam, fabric, frame, or mechanism.
- If you believe technical assistance is required, please contact the retailer from whom you purchased your upholstered product. The retailer will forward your request to the representative/manufacturing facility, which will then proceed with the service process.

## **NOTES:**

The manufacturer reserves the right to modify the product's general, technical, or aesthetic specifications, or to introduce improvements at any time, without any obligation to apply such changes to products previously sold or delivered. For your convenience, please keep this warranty certificate/term together with your Purchase receipt.

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