



**USER MANUAL
CARE INSTRUCTIONS
TERMS & CONDITIONS**

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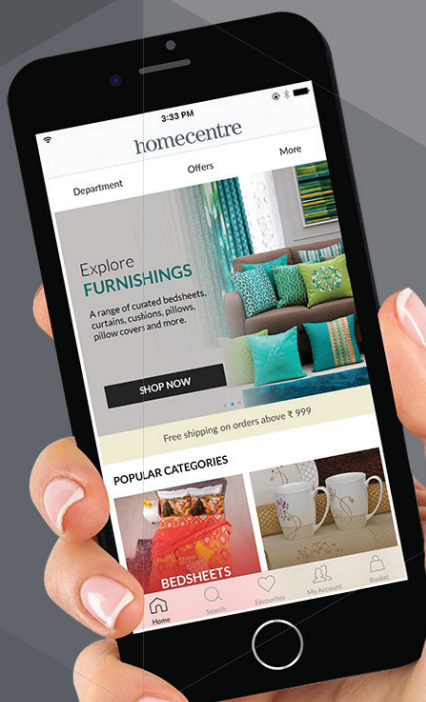
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USER MANUAL CARE INSTRUCTIONS



SOFA & RECLINERS



DO'S



Sofas in any finish to be placed in a clean and dry place



Clean your sofa with a soft, clean and dry cloth



In case of tough stains such as coffee, pickle, vinegar, nail polish, ink marks etc., it is recommended to seek the services of an expert sofa cleaning agent in your city



Always lift and move your sofa (in assembled form) with the help of at least two people holding the sofa on either sides



Always ensure the sofa is placed on an even floor



Use vacuum cleaner with bristle tips to avoid scratches during cleaning routine on a regular basis



Fluff your sofa frequently with your hands to help the foam and polyfil inside to regain its composure



Always seek professional carpenter's assistance during dismantling and reassembling the sofa



Keep your living room ventilated during all seasons to avoid moisture in the air, which tend to get absorbed by the upholstered and wooden material of sofas in a closed room



To sustain the sheen and quality of your leather sofa and to avoid drying and cracking, we recommend a good quality leather conditioner to be applied to your sofa, once in 3 months



Use leather cleaner to remove any stains or spills. Avoid use of any chemical or detergent products as they may cause severe damage and costly repairs. Before using any certified cleaner, test clean a hidden area of sofa

DON'TS



Do not drag the sofas on both hard or soft flooring



Do not spray or pour harsh cleaning material directly on the sofa



Do not touch or hold your sofa with wet or sweaty palms



Do not encourage kids to jump on the sofa as it may suppress the foam and soil the fabric



Remember your sofa upholstery is made of either fabric, leather or faux leather. Do not place any sharp objects on the sofa as it may scratch, chip or dent the surface



Do not expose your sofa to direct sunlight or direct rain as it may decolour and dampen the furniture



Do not place magazines, newspapers on the sofa as the upholstery may absorb the dye on the paper permanently due to direct contact



Avoid sitting on the armrest and on the back frame of the sofa, as it may affect alignment and suppress the foam permanently



Do not light candles and diya etc., near the sofa



Do not leave any hot objects on leather sofas including laptops as the texture could be damaged due to warm air through laptop vents

LEATHER CARE INSTRUCTIONS



Over time, the leather furniture won't look the same as it does while purchasing. That's part of leather's unique appeal. Leather ages beautifully, each product taking on its own patina (deep, natural luster) as the leather ages.

Leather has some subtle markings caused by the healed nicks and cuts that occur during life of the animal. These natural markings give each furniture product its unique beauty and character.

Some of the natural markings, which are indicative in nature, are shown below:



Colour Variation



Grain Variation



Neck Wrinkles



Veins



Scratches



Natural Ticks

The above category of natural markings doesn't qualify for warranty or replacement as it is the natural phenomenon of leather. In such cases Home Centre may at its sole discretion accept or deny replacement/exchange/refund requests raised against the leather furniture products.

Leather is soft, supple, durable and resistant. To keep that way, it's important to care for your leather properly.

To maintain the quality of the leather furniture, please follow the cleaning procedures outlines below:



Avoid placing furniture in direct sunlight



Maintain at least 2 feet distance between furniture and heating sources



Only soft brush attachment on your vacuum cleaner should be used



Dust frequently with a soft and dry cloth



Spot & Spills

Wipe excess liquid immediately with a clean cloth or sponge, let leather air dry. Never use a hair dryer or other heat source to dry leather.



Oil, Grease or Butter

Wipe the excessive oil with a clean dry cloth and pour the talcum powder on the oil spot, Let the powder absorb the remaining oil on the leather surface and wipe with the dry cloth. Do not use soap, cleaning solvents, oils, furniture polishes, varnishes, abrasive cleaners, detergents on leather, they will ruin the finish, causing to become sticky and cracked.

Customers are requested to follow the cleaning procedures and care instructions as listed above to avoid any spoilage of the leather.

Warranty for the products shall be void if any damage to the products is attributable to misuse, negligence or lack of care of the products by the customer in deviation to aforementioned instructions. Home Centre reserves the right to inspect & determine the defects in the Products. Home Centre may at its sole discretion, either repair or replace such defective Products or defective parts thereof (based on availability), only in the event of any manufacturing defect found upon inspection of the product by Home Centre within the Warranty Period.

DINING TABLE CHAIR & BENCH



DO'S



Dining table and chairs in any finish must be placed in a clean and dry place



Clean your dining table with a soft, clean and dry cloth or sponge



In case of tough stains, please spray water and wipe clean immediately



Always lift and move your furniture (in assembled form) with the help of at least two people holding the dining table on either sides



Always ensure the dining table and chairs are placed on an even floor



Always use water or recommended glass-cleaning solutions for cleaning glass tops. Ensure all water marks are wipe cleaned with a soft dry cloth immediately after wet cleaning the glass surface



Use place mats as a regular practice while dining and also ensure a coaster is used for placing glasses, mugs, water jugs etc., with hot and cold drink



Always place hot utensils on the metal pan support or trivet



Always seek professional carpenter's assistance during dismantling and reassembling the furniture



Use table cover during non-usage period

DON'TS



Do not drag the dining table on both hard or soft flooring



Do not spray or pour harsh cleaning material directly on the furniture surface



Do not touch or hold your furniture with wet or sweaty palms



Never apply water or any cleaning agent on construction and functional hardwares



Don't employ local carpenters to repair or align extendable tabletop mechanism, as it may cause permanent damage to its functionality



Grease in the hardware is meant for its smooth functioning. Do not apply water and try to rub-clean the grease



Do not spill hot liquid on solid wood surface as it may cause decolouration of melamine, PU paint and wood stains



Do not drop or drag the hard articles such as plates, bowls, trays etc., on the dining top as it may cause dents or scratches



Do not place hot utensils or objects directly on the furniture surface



Remember your furniture is scratch resistant but not scratch-proof. Do not place any sharp objects on the furniture as it may scratch, chip or dent the surface



Do not expose your furniture to direct sunlight or direct rain as it may decolour and dampen the furniture



Do not climb on the dining table. Dining tables are not meant to withstand weight beyond 50-60 kgs



Do not climb on the dining chair. Dining chairs are not meant to withstand weight beyond 40-50 kgs, Avoid rocking the dining chair as it may cause damage to the product. Dining chair is not meant for rocking

KING/QUEEN BED



DO'S



Bed must be placed always in a clean and dry place



Clean your bed with a soft, clean and dry cloth or sponge



In case of tough stains, please spray water and wipe clean immediately



Always lift and move your bed with the help of at least two people holding the furniture on either sides



Always ensure the bed is placed on an even floor



Beds with wooden slats are meant to enhance the bounce of the spring mattress, hence, use of spring mattress is recommended



In case of MDF / Plywood base, both cotton and coir foam mattress can be used



Always seek professional carpenter's assistance during dismantling and reassembling the furniture



Use vacuum cleaner with bristle tips to avoid scratches during cleaning



In the unlikely event of hydraulic mechanism failure, always remember to use the safety latch which will allow you to use the lift-up bed storage without any fear of falling

DON'TS



Do not drag the bed on hard or soft flooring



Do not spray or pour harsh cleaning material directly on the melamine or painted surfaces



Do not touch or hold your furniture with wet or sweaty palms



Never apply water or any cleaning agent on hydraulic lift mechanism



Do not spill hot liquid on your furniture surface as it may cause decolouration of melamine or paint finish and result in permanent staining



It's recommended not to use cotton/ coir mattress on top of the wooden slats as it may break or crack



Remember, your bed is scratch- resistant but not scratch-proof. Do not place any sharp objects on the furniture as it may scratch, chip or dent the surface

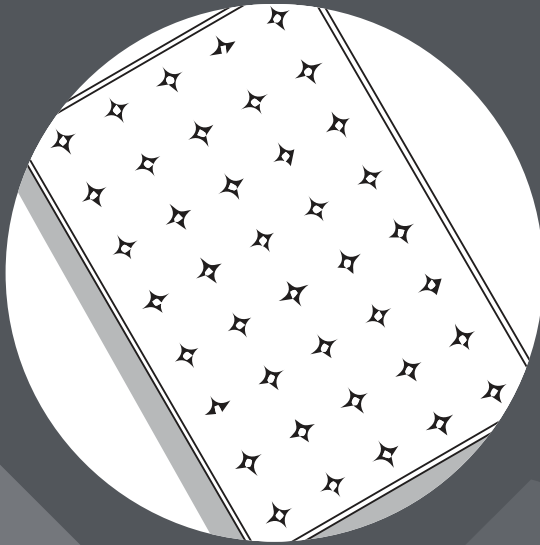


Do not expose your bed to direct sunlight or rain as it may decolour and dampen the furniture



Do not encourage kids to jump on the bed

MATTRESS



DO'S



Always vacuum-clean your mattress



It's recommended to use mattress protector to avoid contact with liquid or solid spills



Keep your bedroom ventilated during day time to avoid moisture in the air, which tend to get absorbed by the mattress in a closed room

DON'TS



Do not spray or pour harsh cleaning material directly on the mattress



Do not sun-dry your mattress



Do not encourage kids to jump on the mattress, as it may damage the spring coil underneath and suppress the foam and soil the fabric



Avoid sitting at the corner of the mattress for a long time as it may damage the corner spring and cause foam suppression



Remember your mattress is made of foam and fabric upholstery. Do not place any sharp objects on the mattress, as it may pierce and tear the fabric and sometimes the foam beneath



Home Centre mattresses are of NO TURN type. You can continue to use them in its correct orientation.

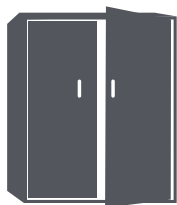


Do not place any hot object such as iron box, hotwater pad etc., on the mattress as it may spoil the mattress fabric



Your mattress is breathable and does not attract bedbugs, hence do not spray any insecticides on the mattress

WARDROBE, CHEST OF DRAWER NIGHT STAND, DRESSER MIRROR



DO'S



Above articles in any finish must be placed in a clean and dry place



Above articles must be cleaned with a soft, clean and dry cloth or sponge



In case of tough stains, please spray water and wipe clean immediately



Always lift and move your wardrobe (in assembled form) with the help of at least three people holding the wardrobe on either sides



Always ensure the furniture is placed on an even floor



Always clean the dresser mirror in the wardrobe by spraying water or recommended glass-cleaning solutions. Ensure all water marks are wipe cleaned with a soft dry cloth immediately after wet cleaning the mirror surface



Keep the hinged doors closed, when not in use and latch the tower bolts. This will ensure the door stays aligned and avoids door opening on its own, when the wardrobe is kept on uneven surface



Remember to use the 2-door sliding wardrobes as per retailers recommendations. Both LH & RH doors are opened and closed on one side respectively. Do not try to exchange the door position, since the sliding hardware is not meant to function in a wrong way



Always seek professional carpenter's assistance during dismantling and reassembling the furniture



Whenever you are unable to access the built-in attic of your wardrobe, always use a step stool, instead of climbing the shelves for accessing the higher levels

DON'TS



Do not drag the furniture articles on both hard or soft flooring



Do not spray or pour harsh cleaning material directly on the furniture surface



Do not touch or hold your furniture with wet or sweaty palms



Never apply water or any cleaning agent on construction and functional hardware



Don't employ local carpenters to repair or align functional hardware as it may cause permanent damage to its functionality



Grease in the hardware is meant for its smooth functioning. Do not apply water and try to rub-clean the grease



Shelves in wardrobes come with a weight-carrying capacity of 5-7 kgs per shelf and all drawers (in wardrobe, dresser unit, chest of drawers) weight-carrying capacity is 7-8 kgs. Do not exceed this rated capacity



Look for the warning tag in the top most drawer in chest of drawers unit. Avoid keeping heavy weights on the top drawer to prevent furniture from toppling



Though your sliding wardrobe is equipped with built-in soft close feature, chances of fingers or palm jamming while the door is closing may happen unknowingly



Do not load heavy articles such as suit cases, travel bags, carpets and any unsize items on top of the wardrobe



Remember, your furniture is scratch resistant but not scratch-proof. Do not place any sharp objects on the furniture as it may scratch, chip or dent the surface



Do not expose your furniture to direct sunlight or direct rain as it may decolour and dampen the furniture

**TV UNIT, SHELVING UNIT
CENTRE TABLE, SIDE TABLE
NEST OF TABLES, SHOE CABINET**



DO'S



Furniture in any finish must be placed in a clean and dry place



Above articles must be cleaned with a wardrobe manual.



In case of tough stains, please spray water and wipe clean immediately



Always lift and move your furniture articles (in assembled form) with the help of one or two people holding the furniture on either sides



Always ensure the furniture is placed on an even floor



Always clean the tempered glass by spraying water or recommended glass-cleaning solutions. Ensure all water marks are wipe cleaned with soft dry cloth immediately after wet cleaning the glass surface



Keep the doors and drawer fronts closed, when not in use



Always seek professional carpenter's assistance during dismantling and reassembling the furniture

DON'TS



Do not drag the furniture articles on both hard or soft flooring



Do not spray or pour harsh cleaning material directly on the furniture surface



Do not touch or hold your furniture with wet or sweaty palms



Never apply water or any cleaning agent on construction and functional hardwares



Don't employ local carpenters to repair or align functional hardware as it may cause permanent damage to its functionality



Grease in the hardware is meant for its smooth functioning. Do not apply water and try to rub-clean the grease



Shelves in above furniture articles come with a weight-carrying capacity of 5-7 kgs per shelf and all drawers weight-carrying capacity is 7-8 kgs. Do not exceed this rated capacity



Do not drill holes on the furniture by manual means or by using power tools



Remember, your furniture is scratch resistant but not scratch-proof. Do not place any sharp objects on the furniture as it may scratch, chip or dent the surface



Do not expose your furniture to direct sunlight or direct rain as it may decolour and dampen the furniture



Above furniture articles is not meant for sitting. Avoid kids from sitting at all times

TERMS & CONDITIONS

FURNITURE & HOUSEHOLD ("PRODUCTS") TERMS AND CONDITIONS:

HOME CENTRE BY LIFESTYLE & LOIPL

These terms and conditions shall be applicable to and govern the purchase transaction of 'HomeCentre branded Furniture ("Product") by and between the Customer ("Customer", "You" or "Your") and Lifestyle International Pvt Ltd/LOIPL ("Home Centre", "Us" or "We").

ORDERING AND PAYMENT

1. Customer shall order for the purchase of Product by making a full payment. Before placing the order, it shall be the customer's responsibility to ensure that their property/premises have adequate access for the furniture purchased through the doors, corridors, stairs and corners to ensure proper access to delivery and fitting of the Product prior to placing the Order. Customer may contact the Home Centre for advice, if need be. No exchange, replacement or refund will be provided in such cases.
2. Customer needs to check the furniture being purchased matches the décor of his/her house and no request for return/replacement of the furniture shall be entertained on this ground.
3. The GST number, if any, should be provided at the time or prior to the billing, any modification or addition of GST numbers to the existing invoice or after delivery completion is not permitted.
4. If the customer fails to receive the product in the first attempt on the scheduled date of delivery, a re-delivery charge of ₹699/- will be applicable for subsequent delivery attempts. An SMS will be sent with the link to pay the re delivery charges and only upon payment of this redelivery attempt charges, customer shall receive the product.
5. Products purchased should be collected within 90 days from the date of billing/invoice. If there is a delay in collecting or taking delivery of the Products purchased by the customer post 90 days from the date of billing/ invoice, Home Centre may at its sole discretion, reserves the right to cancel the sale and resell the same Product to any other customer in order to defray the costs or recover the losses/expenses if any, from the customer. Customer agrees to pay the delivery charges for subsequent delivery, if any, costs for which shall solely be determined by HomeCentre. The refund for such cancelled products can be issued either as a Credit Note or refund as per customers written communication which will be processed via NEFT/ RTGS within 30 days from the date of cancellation. If the customer is not available on the last given communication details - mobile number , email and postal address, the refund amount shall be processed as credit note till the customer communicates his choice in writing, Under no circumstances customer can claim for any interest on the amounts laying with Home Center until it is reclaimed by Customer .
6. 'Landmark Rewards' points will be awarded only if the registered mobile number or membership number is quoted at the time of billing. No 'Landmark Rewards' points will be awarded for discounted Products and on redemption of Gift Vouchers. All Landmark Rewards' points shall be subject to the terms and conditions of Landmark Rewards' Programme as announced from time to time. No Landmark reward points are earned/ awarded for Modular furniture orders.
7. All transactions between you and Home Centre in connection with or involving Gift Voucher Promotions of Home Centre, shall be subject to the terms and conditions of the Gift Voucher announced by Home Centre from time to time.
8. The prices and discounts (if any) displayed in the store shall be final. Any price, offers, discounts etc. quoted anywhere else shall not be applicable.
9. In case of payments by Cheque/DD/Card (credit or debit), the Product shall be delivered only upon realisation of the amou

10. Lay-away Service may be provided by Home Centre at its sole discretion and subject to the following:

10.1. Customer make the full payment towards the purchase of the Product.

10.2. Lay-away period shall not exceed the period of 30 days from the date of invoice or payment whichever is earlier.

10.3. Lay-away service shall stand cancelled beyond the aforesaid 30 days' period and Home Centre reserves the right to dispose of the Products in the manner it may deem fit, without any notice or liability.

11. Products covered under the warranty shall be governed by the Terms and Conditions of the Warranty, upon production of original Invoice copy.

12. Orders once confirmed shall not be cancelled or altered under any circumstances, whatsoever, except as provided herein.

DELIVERY

1. The products will be delivered, if the place of delivery is within the jurisdiction of City Municipality or Town Municipality of the respective Home Centre Store. Where the place of delivery is beyond the jurisdiction of City Municipality or Town Municipality of the respective Home Centre Store or Home Centre delivery vehicle operations, customer shall pay the transportation and delivery charges as specified and determined solely by Home Centre.

2. An additional delivery and installation charges are applicable for any furniture items. Please refer the below link for delivery charges information for online purchases. URL: <https://bit.ly/3UNbDuQ>
For store purchases, please check the delivery charge details at the billing counter prior billing of the items. Home Centre may, at its sole discretion, revise the delivery charges at any time, without any notice or prior information.

2.1. The Cash on Delivery limit for online ordering of furniture items is up to ₹7999 and the COD charges would be applied accordingly.

3. The shipping address will be considered final for all delivery and the pickup of the product(s). However, no changes whatsoever shall be permitted to the delivery and pick up addresses upon successful invoice generation

4. Delivery shall mean the delivery of the Product at ground level of the building premises or up to the outside the main entrance of the customer address provided in the invoice whichever is feasible. In case of the apartment complex, the product shall be up to the main entry gate of the apartment complex only. If the customer's premises are on a floor higher than ground level, delivery shall be done to the customer's floor subject to availability of a service lift accommodating the product purchased by the customer. In the event the premises are not conducive or feasible to deliver the products to any floor other than ground floor, customer shall be at liberty to make their own arrangements for the delivery to their location. Home Centre shall neither be responsible nor liable for any damage to the product or the building premises, under any circumstances, where movement of product is arranged by the customer. Customers shall intimate Home Centre after the movement of products to its location and Home Centre shall assign a carpenter/technician who shall confirm if there are any damages. The carpenter/technician assigned by Home Centre shall begin work only if there are no damages found in the product. Home Centre strongly advises its customers to measure the dimensions of the lift, passage etc., before the purchase in order to avoid delivery challenges whatsoever at the time of delivery.

5. Customers shall intimate Home Centre after the movement of products to its location and Home Centre shall assign a carpenter/technician who shall confirm if there are any damages. The

carpenter/technician assigned by Home Centre shall begin the work only if there are no damages found in the product. Home Centre strongly advises its customers to measure the dimensions of the lift, passage etc., before the purchase in order to avoid delivery challenges whatsoever at the time of delivery.

6. If the customer fails to receive the product in the first attempt on the scheduled date of delivery, a re-delivery charge of ₹699/- will be applicable for subsequent delivery attempts. An SMS will be sent with the link to pay the re delivery charges and only upon payment of this redelivery attempt charges, customer shall receive the product basis slot availability.

7. During the time of billing, tentative delivery date shall be communicated by sending an SMS to the registered mobile number mentioned on the invoice/bill.

8. Customer acknowledges that, there shall not be any tele-communication regarding the delivery of the Product from Home Centre.

9. Where the customer desires to re-schedule the delivery date or communicate the change in delivery location, customer may intimate the Home Centre at least three business days prior to the date of delivery communicated vide SMS. The delivery location/address provided while billing cannot be changed at a later stage during delivery of the order.

10. However, acceptance of such re-schedule or change in delivery location shall be at the sole discretion of the Home Centre and shall be subject to availability of the delivery slots and distance and the terms herein. If the customer fails to receive the product in the first attempt on the scheduled date of delivery, a re-delivery charge of ₹699/- will be applicable for subsequent delivery attempts. An SMS will be sent with the link to pay the re delivery charges and only upon payment of this redelivery attempt charges, customer shall receive the product basis slot availability. During the time of billing, delivery date shall be communicated by sending an SMS to the registered mobile number mentioned on the invoice/ bill.

11. Customer shall provide the copy of identity proof (State or Central government issued) and invoice/bill during delivery of the Products

12. Home Centre delivery team shall not dismantle, move or do any kind of modification to any existing furniture or other items at customer's residence or delivery location.

13. Customer shall ensure that there are no hindrances/obstacles from any person/authority, whosoever, at the time of delivery and Home Centre team is allowed to access and use service elevators or other facilities in connection with delivery of Products at customer's delivery location.

14. Customer undertakes to inform Home Centre about non-availability of elevator or any other factor including society/apartment rules, timings, bye-laws etc. which may hinder or cause difficulty in the delivery of the Products, prior to purchasing the Product or billing/invoice. Customer further agrees to pay such additional delivery and or labour charges as determined by Home Centre to fulfil the delivery. However, even in such cases the onus of the damage to the product or the premises shall be solely with the customer and Home Centre shall neither be liable nor responsible for any damage caused in this regard.

15. While all care shall be taken by Home Centre in transporting the Products safely, however, Home Centre does not take any responsibility or liability for any damage to the building or any structure at customer's delivery location.

16. The delivery of the Product to customer location shall be subject to force majeure event, normal transit wear and tear and act beyond the control of Home Centre including traffic, breakdown of vehicle etc. and in such case, Home Centre shall inform the customer and re-schedule the delivery as per availability of slot & date.

17. As per Home Centre's Policy, customer shall not reward or gratify the Home Centre's delivery and

assembling team.

18. Customer shall make himself available to receive the delivery of the Product on the scheduled delivery date, duly informed to the Customer during the first delivery attempt. In the event the customer does not accept the delivery or is not available as on the duly informed date of delivery, subsequent delivery shall be chargeable up to the amount as specified by Home Centre

19. Customer has to inspect the product during fitment and notify if product is damaged. In case of successful fitment and acknowledgement, product damage reported later will be treated as damage during use of the products and be dealt per warranty terms.

ASSEMBLING

1. An additional delivery and installation charges are applicable for any furniture items. Please refer the below link for delivery charges information for online purchases. URL: <https://bit.ly/3UNbDuQ>

For store purchases, please check the installation charges at the billing counter prior billing of the items. Home Centre may, at its sole discretion, revise the installation charges at any time, without any notice or prior information.

2. Assembling will be completed by Home Centre subject to available fitment schedule. Simultaneously upon delivery of the Products, customer shall inspect the Products for any manufacturing defects and acknowledge the receipt of the Products. Except as warranted, Home Centre shall not be responsible for any damage to the Products upon receipt of customer acknowledgement.

3. Post Assembling, the Home Centre team, may, at its sole discretion, help in clearing any debris like cartons and packaging material as indicated by the customer. Home Centre team shall not be carrying back any cratons or packing material from the premises.

4. Upon completion of assembly and assembling of the Products and before Home Centre team departs from the delivery location, customer shall check the defects or damage in the Product and provide acknowledgement to Home Centre.

5. If the assembly of the items delivered are postponed by the customer, customer should notify Home Centre in advance so that the assembly can be arranged accordingly. In such cases, Home Centre reserves the right to inspect & determine the defects in the Products. Home Centre may at its sole discretion, either repair or replaces such defective Products or defective parts thereof (based on availability), only in the event of any manufacturing defect found upon inspection of the product by Home Centre within the Warranty Period.

EXCHANGE AND REFUND

1(a). Once the products are delivered successfully, the items shall not be exchanged or returned under any circumstances.

1(b). If the delivery is attempted and the order is cancelled by the customer due to whatsoever reason, the delivery charges will be non-refundable, in case of acceptance of refund request, solely based on Home Centre's discretion.

2. Payment shall not be refunded except in the case where Home Centre is unable to repair or replace the defective Products.

3. Refunds (if any) shall be, either, made through cheque, NEFT or in the form of credit note equivalent to the invoiced value of the Products, after deducting all offer value.

4. Refunds shall be issued through cheque, NEFT or credit note in the name of biller within 30 days from the date of confirmation by Home Centre. Where the refund is in the form of credit note; such credit note may be redeemed only at Home Centre stores across India within 90 days from the date of issue. No duplicate Credit Note will be issued under any circumstances if the Original Credit Note is lost

or mutilated or expired.

5. Customer shall not be eligible for any exchange/refund for the Products purchased on 'as is where is' basis or store display Products.

6. Where applicable, refunds, if any, shall be subject to agreement between the Customer and Financier, if any.

7. For Products financed through a Financier, the refunds, if any, shall be made by Home Centre only to the Financier and not directly to the Customer, which shall also be subject to deductions/ charges, if any, levied by the Financier, as per the Finance Agreement between the customer and the Financier.

8. Customers are required to contact their respective financiers to get the status of their refunds, closure of the loan account or any statements related to the loan availed.

9. Refund will be initiated only after the product is returned / picked up in case of delivered products. Once the product is picked up / returned and reaches the warehouse, it shall take a minimum period of 30 days to complete the refund process.

EASY EXCHANGE POLICY TERMS

Customers desiring to exchange their furniture shall visit any Home Centre store or follow the instructions on www.homecentre.in and declare the article(s) of furniture to be exchanged. The discounts offered under the easy exchange scheme can be revised at the sole discretion of Home Centre without any prior notifications.

1(a). In case of exchange via online, customer will have to upload the images of furniture item to be exchanged, post which an exchange coupon will be shared to the updated e-mail ID which can be used to place an order online with exchange discount.

1(b). The items considered for exchange will be validated once the image is uploaded and order is placed. In case, if the item does not qualify under easy exchange, Home Centre will, at its sole discretion, cancel the order placed under Easy exchange scheme and will be communicated accordingly.

2. In the event Home Centre agrees to exchange customers old furniture, customer shall receive an additional discount over and above the existing offer. The exchange offer is applicable only for the following categories of furniture:

a. Sofa (3-seater sofa, 2-seater sofa, single seater sofa, recliners)

b. Bed (Queen Bed, King Bed, Teen bed)

c. Dining set (4-seater dining set, 6-seater dining set)

d. Wardrobe (2 door, 3 Door, 4 Door, sliding door)

3. This offer is not applicable for Modular kitchen and Household concepts.

4. This offer is not applicable on Bed and Mattress combo offer.

5. Bajaj Finance EMI will be applicable along with this scheme.

6. On acceptance of the exchange offer, the customer must sign a declaration which will be provided in the store. The declaration copy will be handed over to the customer after signing.

7. The declaration needs to be signed on the date of billing.

8. Customer will be given the additional discount at the time of purchase of product of the same category.

9. The additional discount will be applicable on the product(s) price only, not the total invoice amount.

10. The exchange offer is applicable for 'like to like' products only, as per the exchange table below. Old Sofa exchanged for a discount on a sofa, Old Bed exchanged for a discount on a bed and so on.

Customer's product to exchange	Customer's purchase to avail discount
3-Seater Sofa 2-Seater sofa Corner Sofa Queen Bed King Bed Single Bed	3-Seater Sofa 2-Seater Sofa Single Seater Sofa Recliners Corner Sofa Queen Bed King Bed Teen Bed Bunk Bed
2-Door Wardrobe 3-Door Wardrobe 4-Door Wardrobe Sliding Door Wardrobe	2-Door Wardrobe 3-Door Wardrobe 4-Door Wardrobe Sliding Door Wardrobe
4-Seater Dining Set 6-Seater Dining Set 8-Seater Dining Set	4-Seater Dining Set 6-Seater Dining Set 8-Seater Dining Set

11. Pick-up of furniture declared for exchange will be done at a nominal charge of ₹699/- by the vendor. Home Centre is not responsible for the product pick up from customer's place

12. The product once picked up by the vendor will not be returned to the customer under any circumstances

13. Home Centre does not take any responsibility or liability for any damage to the building or any structure at customer's delivery location for the exchange.

14. The additional discount offered in the 'Easy Exchange' will not be returned in form of cash or refund. However; in case of return of the product purchased using 'Easy exchange' process, the same discount will be applied in the next purchase for the product chosen by customer for exchange. The amount availed as discount under 'Easy Exchange' offer shall not be treated as equivalent to cash or any form of credit amount under any circumstances.

15. In the event of order cancellation or return, the 'Exchange and Refund' policy mentioned in the T&C's will be applicable.

OFFERS

1. The cash back offer is provided by the bank to Home Centre customers for shopping during the cash back period and it is not provided by Home Centre directly. The sole liability lies with the bank and not Home Centre under any circumstances. While Home Centre will facilitate any queries raised for cash backs, customers must contact the respective banks in case of any delays for posting of such

cash backs.

2. In certain cases, the bank may deny the cashback for reasons best known to them, Home Centre does not take any liability or responsibility for the denied cashbacks from the bank and it is for the customer to resolve any concerns with the bank directly.

WARRANTY TERMS

1. Warranty for Furniture shall be for a period of one year from the date of delivery and ONLY against manufacturing defects in the Products, as per assessment and at the sole discretion of Home Centre.

2. For sofas in the category specified below in clause 2.1 and 2.2 the warranty shall be for a period of two years from the date of delivery and ONLY against manufacturing defects on the models specified herein below

2.1. For the models bellow a limited two-year warranty on manufacturing defects shall be provided on frame, spring and legs on the following models:

- Emily
- Signature

2.2 For the models bellow a limited two-year warranty on manufacturing defects shall be provided on frame, mechanism, spring and legs on the following models:

- | | | |
|------------------------------|-------------------|------------------------------|
| • Rossford Recliner | • Toledo Recliner | • Zurich Recliner |
| • Acropolis Rocking Recliner | • Cairo Recliner | • Nairobi Recliner |
| • Denver Recliner | • Ashby Recliner | • Baines Recliner |
| • Apollo Recliner | • Dawson Recliner | • Helsinki Electric Recliner |
| • Berlin Electric Recliner | • Oslo Recliner | • Cape Recliner |
| • Sydney Recliner | • Togo Recliner | • Mason Electric Recliner |
| • Dawson Recliner | • Reims Recliner | • Blake Recliner |
| • Harvey Recliner | | |

3. Home Centre reserves the right to inspect & determine the manufacturing defects in the Products. In case of manufacturing defects in the Products is affirmed, then Home Centre may at its sole discretion, either repair or replace such defective Products or parts. However, such repair or replacement shall be subject to availability of the spares of the Products.

4. Customer acknowledges that repair or rectification of the Product requires considerable time due to non-availability of spare parts, rectification slots of the workers, carpenters etc... The timelines for rectification shall be communicated in advance to the customer and only upon agreement of the customer, Home Centre shall take up/proceed with the rectification process of the Products.

5. The original copy of the invoice has to be produced in order to avail the warranty of the Product.

6. Products which are made of natural materials like wood, marble, leather, can come with different shades, color and finish. The nature of the product and material is not considered as manufacturing defect. These are the basic features of the material used in making the product.

7. Glass material/items in Products, display Products (last piece), Products purchased on 'as is where is' basis are not covered under warranty and shall not be returned, exchanged or replaced under any circumstance in case it is broken, stained, used or altered.

8. Warranty does not apply for:

8.1. Chrome - plated parts of the furniture

8.2. The Product which have a natural tendency of deterioration, E.g. : foam or polyfil.

8.3. All electrical fittings

9. The decision of Home Centre regarding the nature of the defect and applicability of warranty shall be final and binding.
10. The warranty shall not apply if the damage or loss to the Product is caused due to factors like:
- 10.1. Natural wear and tear
 - 10.2. Improper assembling by the customer other than as provided in the manual
 - 10.3. Improper or inadequate maintenance of the Product
 - 10.4. Wrong handling of the Product
 - 10.5. Any movement whatsoever from the initial location of assembling or delivery
 - 10.6. Breakage of glass or the Product
 - 10.7. Pest, termite & fungus infestation
 - 10.8. Modifications made to the Product
 - 10.9. Any misuse or negligent usage as determined by Home Centre
 - 10.10. The Products subjected to humid conditions or exposed to direct sunlight
 - 10.11. Rusting and fading due to non-maintenance
 - 10.12. Assembling done by non-Home Centre assembling team.
- 11. Home centre shall not be liable for any indirect, incidental, special, punitive, or consequential loss or damages and home centre's maximum liability for any damage or loss arising out of or related to the use of the product or otherwise shall be limited to the cost of product.**
12. Customer shall not rely on any verbal representation made by any employees or agents of the Home Centre relating to Products or warranty conditions.
13. Except as specified herein, Home Centre does not make any other express or implied warranties and conditions of merchantability and fitness for a particular purpose.
14. Customer shall use the Products in accordance with the user/care instructions provided by Home Centre or as displayed on www.homecentre.com Home Centre shall not be responsible for any loss/damage, whatsoever, or any personal injury caused to a customer or any other person directly or indirectly due to usage or assembling of the Products. Home Centre shall not be responsible for any mishap occurring due to reasons attributable to the customer at the time of delivery or assembling of the Product.
15. The repairs or rectification of the Products shall be subject to the availability of spare parts. Customer also agrees and acknowledges that during the replacement or repairs, the colour, texture and appearance of the spare part of the Product may vary from each model of Product.
16. Upon completion of warranty, Home Centre is not liable to or shall not undertake repairs or rectification work of the Products.
17. Customer agrees and acknowledges that Kurl-on Products purchased by the Customer at Home Centre will be subjected to terms & conditions defined by the manufacturer. Any clarifications, refund, replacement, after sales service or customer support or warranty or repair or any other issues relating to Kurl-on branded Products will be rendered by Kurl-on Enterprise Limited to the Customer.
18. Products which are made of natural materials like wood, marble, leather, can come with different shades, color and finish. The nature of the product and material is not considered as manufacturing defect. These are the basic features of the material used in making the product.

MATERIAL INFORMATION

LEATHER

1. Leather is a natural skin of animal. Each piece of leather is unique and varies in color tone and pattern.
2. Scuffs and Scratches will occur on leather surface and it enhances the leathers natural patina, developing a deep character over time.

CHROME

1. Chrome plating on iron / metal is given to better aesthetic look and to avoid quick rusting. The product may get rusted, if the moisture is not being attended immediately.
2. Due to shine finish the smallest of the scratches will be exposed quickly.

STAINLESS STEEL

1. Stainless steels are more prominent for their corrosion resistance for longer period but that does not guarantee from getting rusted. Immediate removal of moisture from the surface is recommended to avoid any rusting.
2. Due to high carbon content when compared to mild steel, the stainless steel has higher load bearing capacity. The product has been made technically to withstand certain load. Overloading with weight may deform the structure.

SOLID NATURAL WOOD

1. The texture of natural wood is natural and commonly found on all solid wood. The color of this wood is most often golden /honey brown, although there are variations that can feature black, pink or green streaks across its surface. As with many other types of woods this furniture will slowly get darker with age.
2. Wood is a natural material and no two pieces will have similarity in color / grain direction. The product will be different from one piece to other. Knots found on the wood surface is natural and cannot be avoided on wooden surface. The same is the case in Marble also.

MILD STEEL/ IRON OR CARBON STEEL

1. Mild steel used in furniture are pretreated to have proper adhesion to coating and to give resistance to corrosion. These are either coated with powder coating or spray painted. Chipping of paint is possible if get hit with harder surface or sharp object.

WOVEN / KNITTED UPHOLSTERY PILLING

1. Pilling on woven and knitted fabric is common due to natural fiber migration, type of weaving, due to external rough material or rough skin contact with the fabric. This can be removed by end user using Shearing or Cropping, brushing, Using anti pill rollers, Lint removers etc.
2. Velvet fabric on upholstery
3. Velvet upholstery / fabrics are directional. Velvet can look lighter or darker when you run your hand across it due to changing the direction of the pile.

MDF & PARTICLE BOARD

1. These are engineered wood and does not contain moisture, but they attract external moisture and bound to attract mildew / fungus / mold on the surface. Suggest keeping the product in dry place away from open / bath area.
2. During monsoon and near coastal regions, the product needs to be safe guarded as there is always a chance of getting fungus due to high humidity and it is recommended to maintain the product as per the user manual and use moisture absorbents, dry cloth to wipe the mildew/ fungus/ mold marks from the surface.
3. Do not store moist or wet clothes / shoes, dry them completely and store them.
4. Laminations on surface are done by automated machine. If moist or water remains on surface unattended for longer period, there could be a possibility of lamination forming blister or peeling off.
5. All products made of MDF or particle board should always be kept dry and should be constantly maintained by cleaning regularly so that the moisture does not accumulate.
6. The customer to accept / receive / collect the rectified product from the warehouse within 15 days from the date of rectification intimated to the Customer. failing which, the demurrage charges will be applicable from the 16th day.
7. The demurrage charges will be applicable for 90 days from the date of completion/intimation of rectification. Post 90 days from the date of completion or intimation of rectification, Home Centre reserves the right to scrap / re-sell the product to any other customer on discounts to defray its cost and /or recover the losses/expenses if any from the Customer. Upon written request from the Customer, Home Centre may, at its sole discretion, allow storage of the rectified product at its warehouse, subject to payment of additional warehousing charges by the Customer which shall be solely decided by Home Centre.

INSTRUCTIONS

1. Customer shall ensure that, while the delivery or assembling period, customer himself/herself or someone duly authorised by customer is available.
2. Customer shall ensure the safety of their members while assembling the Products. Home Centre shall not be responsible for any mishap or damage that occurs during assembling of furniture.
3. Customer acknowledges that assembling of Products may create noise and disturbance which cannot be avoided. Customer also acknowledges that the assembling of Products requires power supply to use the drills and other equipment which shall be provided by the customer at their own cost.
4. Customer shall keep the place of assembling of the Product clear from any or all obstacles. The customer should ensure that all his belongings are taken care and the place of assembling is kept free and clear.
5. Customer shall not allow the delivery team of Home Centre within its premises except for delivery-/repair of the Products.
6. Customer acknowledges that the Products may be unpacked for random quality check prior to delivery. In such cases, a pre- checked certification shall be pasted on the repacked Products.
7. Customers shall be solely responsible to safe guard their valuables and belongings at their premises/ location at the time of delivery / fitment by Home Centre. Home Centre is not responsible for any loss of customer's valuables and belongings.

POINTS TO BE NOTED FOR PRODUCT PICK UP, REPAIR AND REPLACEMENTS:

1. Customer has to confirm on the material/fabric which would be used for rectification of the product
2. Customer agrees to pay the any additional charges for rectification in case of product out of warranty or conditions not covered in warranty terms
3. After rectification the product finish may not be as original, however all efforts will be made to rectify the product in the best possible manner.
4. Once the product is rectified and accepted by the customer, the same will not be taken back for refund or replacement.
5. There is no additional warranty on replacements on repaired products

6.TERMS & CONDITIONS – REFURBISHED PRODUCTS

Terms and Conditions for Refurbished Products ("Terms and Conditions") "we" or "us" means Landmark Online India Pvt Ltd, and "you" means customer or the purchaser.

These Terms and Conditions shall constitute the Contract between you and us for the supply of Refurbished Product(s) (defined below) including other terms and conditions, user manual care instructions including any standard terms of business that we may have shall apply. The Contract cannot be varied unless we agree to vary it in writing or by email.

- Refurbished Product(s) are repaired and tested products which looks like new. The Refurbished Products are subjected to minor cosmetic imperfection such as scratches, minor dents, marks, discoloration etc., ("Refurbished Product(s)"). Such refurbished products carry higher discounts than the brand-new products.
- The refurbishment process typically includes a full product inspection, replacement of any defective parts, touch up and repair, a thorough cleaning and inspection process, polishing and repackaging wherever applicable.
- Refurbished Products come with all relevant accessories as available for similar new products.
- Upon successful order confirmation, Refurbished Products will be delivered and fitted by our authorized personnel wherever applicable. The delivery & fitment charges if any shall be additional and as applicable.
- No warranty is provided on Refurbished Products and no claims shall be entertained for replacement, return or refund under any circumstances.
- The purchaser is advised and will be responsible to check the Refurbished Product terms thoroughly before purchase and during delivery & fitment. Any repair or damage claims arising post successful acknowledgement of the delivery and fitment, will not be accepted under any circumstances including Returns, exchange, refunds, and replacements.
- The packaging of the Refurbished Product clearly states that the Refurbished Product is a repaired/renewed product.
- The price for the Refurbished Products will be the price on the website if it has been confirmed in the Order Confirmation. GST is payable by you at the applicable rate as indicated on the website. Delivery costs, where applicable, are payable by you at the price set out on the web site, provided such costs have been confirmed by Us.
- Since the Refurbished Products are already set on high discounts, no additional offers are applicable on purchase of such products
- Order once placed and product is dispatched, it cannot be changed or cancelled.
- Delivery of the Product may take at least 7-10 working days depending upon the geographical

conditions.

- We shall not be liable for any technical, physical delay in transmission or submission of the entries by the customer or any disruptions, losses, damages, computer related malfunctions/ failures which affect the participation of the purchaser, or any force majeure conditions or damages caused by Act of God, Governmental actions.
- Our maximum aggregate liability whether in contract, tort (including negligence) or otherwise shall in no circumstances exceed the amount paid by you to us in respect of the Refurbished Product(s).
- We reserve the right to change/alter/modify the terms and conditions of the refurbished products sale at any time at its sole discretion and without prior intimation.
- Failure on our part to enforce any of its right at any stage does not constitute a waiver of those rights.
- This terms and conditions will be governed by Laws of India; and any disputes relating to Refurbished Products including terms and conditions will be subject to the exclusive jurisdiction of courts at Bangalore only.

7. OTHER TERMS

7.1. Lifestyle /LOIPL shall not be liable for any failure of or delay in the performance of its obligation hereunder for the period that such failure or delay is due to causes beyond its reasonable control, including but not limited to acts of God, war, strikes or labour disputes, embargoes, government orders or any other force majeure event.

7.2. Both parties acknowledge that each of them is independent entities/person and neither of them shall in any way represent the other as its agent or principal.

7.3. These terms and conditions, quotation form and other related documents provided by Lifestyle represents the current entire understanding between the parties and supersedes all previous arrangements, understandings between the parties in respect of the subject stipulated herein.

7.4. Regardless, Lifestyle International Pvt Ltd., /LOIPL reserves the right to alter/modify any terms and conditions at any point of time without any reason or any intimation whatsoever.

7.5. Customer shall not assign any of its obligations to any other party. No waiver of any right will be deemed effective unless it is made in writing and signed by both Parties.

7.6. Should any part of these terms or understanding between the parties is held to be invalid, illegal or unenforceable, or partly illegal or partly unenforceable, the legal and enforceable portion shall be enforced to the maximum extent possible.

7.7. The understanding between the parties shall be governed by laws of India. Any dispute between parties shall be settled solely and exclusively by Bangalore Court at Bangalore, India.

In case of issues relating to the Products, Customer shall intimate the Home Centre Customer Care Team.

Customer Care No.: 1800 212 7500

Email: help@homecentre.in | Website: www.homecentre.com

TERMS & CONDITIONS – CUSTOMIZED FABRIC OF SOFA SET (MY SOFA)

The sale transaction of “Home Centre - Sofa Set” (having customized fabric as per customer’s specification selected one among the catalogue provided by Home Centre “Sofa Set”), between “Lifestyle International Pvt Ltd” (“Home Centre”) and “You /Customer” shall be governed by the terms and conditions mentioned hereunder.

1. Customer shall Order for the purchase of Sofa Set along with its detailed specification by making full payment. Upon receiving such Order, Home Centre shall provide its scope of work and exclusions (if any) to Customer.
 2. It shall be Customer's responsibility to ensure that the property / premises have adequate access including dimensions, doors, corridors, stairs and corners to ensure proper access to the Sofa Set prior to placing the Order. Customer may contact Home Centre for advise, if need be.
 3. As the Sofa Set is "MADE TO ORDER", Order once placed shall not be cancelled. All sales are final.
 4. Customer shall make 100% payments towards the purchase of the Sofa Set to Home Centre along with Order. Partial Payment or payments in instalments shall not be accepted for delivery of the Product. Price shall be inclusive of all applicable taxes. Customer's placement of Order and payment shall be deemed acceptance to the terms and conditions mentioned herein.
 5. Subject to the terms and condition herein, acts beyond the control of Home Centre and force majeure events, Home Centre shall deliver the Sofa Set to Customer at his/her doorstep, tentatively within 45 days from the date of realization of payment.
 6. Payment shall not be refunded except in the case where Home Centre is unable to replace such defective Sofa Set. Refunds, if any, shall be subject to agreement between the Customer and financier where applicable.
 7. Refunds, if any, shall in be in the form of Credit note equivalent to the invoiced value of the Sofa Set, after deducting all offer value. Such Credit Note may be redeemed only at Home Centre stores in India within 90 days from the date of issue. No duplicate Credit Note will be issued, if the Original is lost or mutilated.
 8. Products purchased must be collected within 180 days from the date of billing/invoice. If there is a delay in collecting or taking delivery of the Products purchased by the customer post 180 days from the date of billing/ invoice, Home Centre will inform the customer on the last given communication details – mobile number, email, and postal address to collect the product within Fifteen days failing which Home Center may at its sole discretion, reserves the right to cancel the sale and scrap the customized product/s in order to defray the costs of demurrage or recover the losses/expenses if any, from the customer. Customer agrees to pay the delivery charges for subsequent delivery, if any, costs for which shall solely be determined by Home Centre. The refund of the realized value post scrapping of product(s) for such cancelled products can be issued either as a Credit Note or refund as per customers written communication which will be processed via NEFT/ RTGS within 30 days from the date of cancellation.
- If the customer is not available on the last given communication details - mobile number, email and postal address, the refund amount shall be processed as credit note till the customer communicates his choice in writing.
- Under no circumstances customer can claim for any interest on the amounts laying with Home Center until it is reclaimed by Customer.
9. Customer shall not rely on any oral representation made by any employees or agents of the Home Centre relating to Sofa Set or warranty conditions
 10. Samples of fabric and leather provided by Home Centre in the catalogue stated supra are only for broad indication of the colour, texture and appearance of the fabrics/leathers for each model. Customer agrees and acknowledges that there may be small variations in colour, shades etc in the fabric and leather.
 11. Where required, assembling of the Sofa Set shall be done by Home Centre on the date of delivery. As per Home Centre's Policy, Customer shall not reward or gratify the Home Centre's team members.

Any excess materials related to the Sofa Set shall be the exclusive property of Home Centre.

12. 'Landmark Rewards' points will be awarded as per the terms and conditions of the Landmark Reward Programme and only if the registered mobile number or membership number is quoted at the time of billing. No 'Landmark Rewards' points will be awarded for discounted Sofa Set or Sofa Set sold under any scheme or offer.

13. Home Centre extends warranty for a period of one year from the date of delivery only against manufacturing defects in Sofa Set. Home Centre reserves the sole right to determine the manufacturing defects in the Sofa Set. In order to avail the warranty Customer shall provide duly valid Original Warranty Card and Invoice. In case of manufacturing defect is found in the Sofa Set, Home Centre may at its sole discretion, either repair or replace the Sofa Set. If Home Centre agrees to repair / replace the Sofa Set, Home Centre shall replace the defective Sofa Set within 30 days from the date of affirmation of the defect by Home Centre.

14. The warranty shall not apply to natural characteristics of wooden, foam, & leather products, natural wear and tear, improper installation by the customer other than as provided in the manual, improper or inadequate maintenance of the product, wrong handling of the product, any movement whatsoever from the initial location of installation or delivery, breakage of glass or the product, pest, termite & fungus infestation, modifications made to the product, any misuse or negligent usage, loss or damage due to fire, smoke, water, lightning, sunlight, weather, rusting, corrosion, theft or explosion, rusting, sagging, fabric lint, fading, lamination peeling off due to non-maintenance; accidental damage or loss or damage caused by a third party, assembling done by non-Home Centre assembling / installation team etc.

15. Except as specified herein, Home Centre does not make any other express or implied warranties and conditions of merchantability and fitness for a particular purpose

16. Customer shall use the Sofa Set in accordance with the user /care instructions provided by Home Centre.

17. Material Used: In no event shall Company be liable for any customary variations within industry standards or for imperfections inherent in certain fibers, leathers, metals, fabrics or woods.

18. Homecentre reserve the right to repair or replace any defective or non-conforming product, as provided. All claims for workmanship defects, shortages and errors must be made within the warranty period, which begins from the date of delivery.

19. For product and parts not covered under warranty customer will be charged for the material and labor as per the current applicable rates.

20. Delivery dates and lead times are estimates only, based on production schedules at the time of the order, and are subject to change. Any change in delivery date shall be intimated to customer as required

21. Homecentre reserves the right to make minor changes in furniture design, dimensions and other materials without prior notice. Furnitures are handcrafted and may have minor variations. All dimensions will have slight variations. Wood finishes can vary from samples and exact matching of the samples with the product is not guaranteed.

22.1. Material/Product colors represented on the website, mobile apps may vary from the actual product due to variations in computer screen, resolution, color, tone, lights setting/nature of the material and/or any other settings. If you have any questions about a particular color or shade, please visit the nearest store to have a touch & feel of the product prior to ordering.

21.2. The size of the actual product may vary from the dimensions mentioned on the website without significantly affecting functioning of product. The sizes of the actual product to be considered as final.

No returns / refunds will be accepted in such cases

22. During Warranty Period: Where the Sofa Set is damaged during warranty period, an expert from Home Centre will be sent to determine the damage and decide whether it has to be repaired or replaced. Repairs and Repair part charges ("Charges") shall be applicable if the nature of damage is not covered under warranty.

23. After Warranty Period: Where the Sofa Set is damaged after the expiry of warranty period, upon written request of customer, an expert from Home Centre may be sent to determine the damage and repair. Repairs and Repair part charges ("Charges") as determined by Home Centre shall be applicable.

24. Repair work shall commence upon receipt of the Charges in full. Home Centre may at its sole discretion either repair the Sofa Set at the customer location or at its warehouse /service centre. Tentative timelines for completion of the time shall be intimated to customer by call or by email and in case of changes in the timelines, Home Centre shall intimate the revised timelines services. Customer acknowledges that the repaired Sofa Set shall not be same as original. Warranty of any nature shall not be applicable for the repair parts.

25. Every effort will be made to match the colours and finishes of the Sofa Set. Notwithstanding this all Sofa Set are purchased and supplied, on the understanding that there may be slight dye, shade and grain variations, particularly with natural products such as wood and leather. Sofa Set(s) are made from natural wood and accordingly appearances may vary. Leather products are made from quality hides and may not be uniform in colour or texture and will show natural marks and scars and variance. Colours may also change with age and exposure to sun and other climatic conditions. These shall not be considered defect of any nature but natural property of wood & leather.

26. Home Centre shall not be liable for any consequential loss or damages and under no circumstances shall the company's liability hereunder exceed the price of product

27. Customer shall not rely on any oral representation made by any employees or agents of the Home Centre relating to Products or warranty conditions

28. Home Centre shall not be liable for any failure of or delay in the performance of its obligation hereunder for the period that such failure or delay is due to causes beyond its reasonable control, including but not limited to acts of God, war, strikes or labour disputes, embargoes, government Orders or any other force majeure event.

29. These terms and conditions and its other related document provided by Home Centre represents the current entire understanding between the parties and supersedes all previous arrangements, understandings between the parties in respect of the subject stipulated herein.

30. Regardless, Home Centre reserves the right to alter / modify any terms and conditions at any point of time without any reason or any intimation whatsoever.

31. If there is any inconsistency between these terms and conditions and the terms and conditions of any Order/invoice/other documents, the terms and conditions stipulated herein shall prevail at all times.

32. The understanding between the parties shall be governed by laws of India. Any dispute between parties shall be subject to exclusive jurisdiction of courts in Bangalore. Points to be noted for product pick up, repair and replacements:

33. Customer has to confirm on the material/fabric which would be used for rectification of the product

34. Customer agrees to pay the any additional charges for rectification in case of product out of warranty or conditions not covered in warranty terms

- 35. After rectification the product finish may not be as original, however all efforts will be made to rectify the product in the best possible manner.
- 36. Once the product is rectified and accepted by the customer, the same will not be taken back for refund or replacement.
- 37. There is no additional warranty on replacements on repaired products

Acceptance

I have read all the terms and conditions and agree to abide by them.

Refer the warranty terms & conditions for all the details.

RESTOMAX EXECUTIVE MATTRESS

MANUFACTURED BY KURLON

Please follow the tips given below for maximum durability of your RESTOMAX EXECUTIVE MATTRESS:

- Do preserve the invoice that is issued to you in order to claim warranty.
- Do not remove the label of your mattress. This serves as a means of identification to establish your warranty.
- Warranty stands null / void if the branding label is removed / tampered with / torn from the mattress.
- Do allow natural air flow by opening windows if you notice any smell during initial use of the mattress.
- Do turn your mattress head to foot once in a month to ensure even usage and to avoid permanent body impression.
- Do not fold or roll the mattress as this may weaken the bonding and damage the structure of mattress that may eventually lead to sagging.
- Do treat your mattress with care. Sitting on the edges or keeping heavy objects on it could ruin its shape.
- Avoid getting your mattress wet. In case the mattress gets wet, allow it to dry under a fan thoroughly before using it again. It is recommended to use mattress protectors.
- Do not use detergents to clean your mattress. Use a damp cloth if you need to clean it.
- We recommend using a liquid-protective sheet if small children are using the mattress.
- Do not light a match or smoke near the mattress as the materials used in the mattress can catch fire. Keep the mattress away from flame at all times.
- Do not lay the mattress on uneven cot surface & Do not keep any items between your mattress and the bed base.
- Do ensure that the length & breadth of the cot match fit properly with the mattress as improper resting on cot will cause damages to the mattress.
- A slight gap between the mattress, headboard and footboard of the bed is recommended.

MANUFACTURER WARRANTY TERMS FOR YOUR RESTOMAX EXECUTIVE MATTRESS:

- The Quality of this product comes with a Kurlon warranty of 2 years from the Manufacturer which begins from the date of purchase. Please contact Kurlon customer care at 1800-425-0404 if you have any complaint.
- Warranty is applicable only if the mattress is purchased from any of the Home Centre store.
- The invoice copy must be presented to avail the warranty.

- The warranty is provided solely by the supplier/manufacturer to Home Centre customers and it is not provided by Home Centre directly whatsoever. The sole liability of providing warranty lies exclusively with the manufacturer/supplier and not with Home Centre under any circumstances. However, Home Centre will only facilitate any queries raised during the warranty period, customers must contact the respective suppliers/manufacturer in case of any delays or concerns.
- In certain cases, the suppliers / manufacturers may deny the warranty for reasons best known to them, Home Centre shall not take any liability or responsibility for the denied warranty from the suppliers/manufacturers and it is for the customer to resolve any concerns with the suppliers directly.
- Stains occurring on the mattress tapestry after unpacking or removing the packing / poly bag and subsequent use at customer's end will not be covered under the warranty.
- Cloth damage / tearing of cloth during usage will not be covered under the warranty.
- Opening of stitches (both quilt and tape edge) that is reported beyond 15 days of the purchase date will not be covered under the warranty.
- The transportation cost and handling charges towards replacement / or manufacturer warranty must be borne by the customer.
- Customers can avail 'Service @ Your Doorstep' where the manufacturer / supplier arranges for inspection of mattress / other products @ your doorstep at an additional cost of ₹250/- per visit (within city limits) and ₹500 (outside city limits).
- While the Manufacturer / Supplier will do its best to replace the defective mattress at the earliest, the actual time required for replacement will depend on the availability of the product.
- If the model of mattress that you had purchased has been discontinued, then you will be provided a new mattress in the same price range as the original mattress; subject to the other warranty conditions.
- The decision of the Manufacturer / Supplier regarding the nature of defects and applicability of this warranty will be final.
- Claims, if any, arising from the warranty will be restricted to courts within Bengaluru Jurisdiction only.
- The rebate will be calculated on the MRP as on the date of exchange.
- Warranty doesn't include damage resulting from improper usage. Please follow instructions given under dos and don'ts.
- Manufacturer / Supplier Warranty is limited to sagging of the mattress and doesn't cover fabric damages such as tears, stains, color fading, bleeding, soils or burns.
- Warranty does not cover damages to the mattress due to infestation by insects/ termites / rodents / rats / bed bugs and /or due to any natural calamities.
- Warranty does not cover any damages or sagging in the mattress due to improper size and condition of the cot, uneven resting surface and improper structural design of cot.
- Warranty is not applicable for any smell that may occur during usage in an enclosed environment, moisture in air due to the surrounding environment / Fungus / use of air conditioner, excessively wet surface and pouring of liquid on the mattress.
- Warranty doesn't cover preferences in comfort level.
- Warranty doesn't cover depression of less than 1.5" in the 5" thick mattress and a depression of less than 1" in the 4" & less thick mattress.



- Please note that when you use your mattress initially, there may be a slight depression as the mattress conforms to your body shape. This is normal and in no way will it reduce your comfort level.
- The rebate on the MRP at the time of warranty claim is applicable as tabulated below:

2 Years	1 Year Full Replacement
	1-2 Years = 50% Rebate on Billing value

Please note that the rebate, if approved, is provided solely by Manufacturer/Supplier, Home Centre shall not be liable or responsible for providing a rebate.

RESTOMAX PRO, ELITE & ULTIMA MATTRESS

MANUFACTURED BY KURLON

**Please follow the tips given below for maximum durability of your
RESTOMAX PRO, ELITE & ULTIMA MATTRESS:**

- Do preserve the invoice that is issued to you in order to claim warranty rights.
- Do not remove the label of your mattress. This serves as a means of identification to establish your warranty rights.
- Warranty stands null / void if the branding label is removed / tampered with / torn from the mattress.
- Do allow natural air flow by opening windows if you notice any smell during initial use of the mattress.
- Do turn your mattress head to foot once in a month to ensure even usage and to avoid permanent body impression.
- Do not fold or roll the mattress as this may weaken the bonding and damage the structure of mattress that may eventually lead to sagging.
- Do treat your mattress with care. Sitting on the edges or keeping heavy objects on it could ruin its shape.
- Avoid getting your mattress wet. In case the mattress gets wet, allow it to dry under a fan thoroughly before using it again. It is recommended to use mattress protectors.

- Do not use detergents to clean your mattress. Use a damp cloth if you need to clean it.
- We recommend using a liquid-protective sheet if small children are using the mattress.
- Do not light a match or smoke near the mattress as the materials used in the mattress can catch fire. Keep the mattress away from flame at all times.
- Do not lay the mattress on uneven cot surface & Do not keep any items between your mattress and the bed base.
- Do ensure that the length & breadth of the cot match fit properly with the mattress as improper resting on cot will cause damages to the mattress.
- A slight gap between the mattress, headboard and footboard of the bed is recommended.

Manufacturer Warranty terms for your RESTOMAX PRO, ELITE & ULTIMA MATTRESS:

- The Quality of this product comes with a Kurlon warranty of 5 years from the date of purchase. Please contact Kurlon customer care at 1-800-425-0404 if you have any complaint.
- Warranty is applicable only if the mattress is purchased from any of the Home Centre store.
- The invoice copy must be presented to avail the warranty.
- The warranty is provided solely by the supplier/manufacturer to Home Centre customers and it is not provided by Home Centre directly whatsoever. The sole liability of providing warranty lies exclusively with the manufacturer/supplier and not with Home Centre under any circumstances. However, Home Centre will only facilitate any queries raised during the warranty period, customers must contact the respective suppliers/manufacturer in case of any delays or concerns.
- In certain cases, the suppliers / manufacturers may deny the warranty for reasons best known to them, Home Centre shall not take any liability or responsibility for the denied warranty from the suppliers/manufacturers and it is for the customer to resolve any concerns with the suppliers directly.
- Stains occurring on the mattress tapestry after unpacking or removing the packing / poly bag and subsequent use at customer's end will not be covered under the warranty.
- Cloth damage / tearing of cloth during usage will not be covered under the warranty.
- Opening of stitches (both quilt and tape edge) that is reported beyond 15 days of the purchase date will not be covered under the warranty.
- The transportation cost and handling charges towards replacement / or manufacturer warranty must be borne by the customer.
- Customers can avail 'Service @ Your Doorstep' where the manufacturer / supplier arranges for inspection of mattress / other products @ your doorstep at an additional cost of ₹250/- per visit (within city limits) and ₹500 (outside city limits).
- While the Manufacturer / Supplier will do its best to replace the defective mattress at the earliest, the actual time required for replacement will depend on the availability of the product.
- If the model of mattress that you had purchased has been discontinued, then you will be provided a new mattress in the same price range as the original mattress; subject to the other warranty conditions.

- The decision of the Manufacturer / Supplier regarding the nature of defects and applicability of this warranty will be final.
- Claims, if any, arising from the warranty will be restricted to courts within Bengaluru Jurisdiction only.
- The rebate will be calculated on the MRP as on the date of exchange.
- Warranty doesn't include damage resulting from improper usage. Please follow instructions given under dos and don'ts.
- Manufacturer / Supplier Warranty is limited to sagging of the mattress and doesn't cover fabric damages such as tears, stains, color fading, bleeding, soils or burns.
- Warranty does not cover damages to the mattress due to infestation by insects/ termites / rodents / rats / bed bugs and /or due to any natural calamities.
- Warranty does not cover any damages or sagging in the mattress due to improper size and condition of the cot, uneven resting surface and improper structural design of cot.
- Warranty is not applicable for any smell that may occur during usage in an enclosed environment, moisture in air due to the surrounding environment / Fungus / use of air conditioner, excessively wet surface and pouring of liquid on the mattress.
- Warranty doesn't cover preferences in comfort level.
- Warranty doesn't cover depression of less than 1.5" in the 5" thick mattress and a depression of less than 1" in the 4" & less thick mattress.



- Please note that when you use your mattress initially, there may be a slight depression as the mattress conforms to your body shape. This is normal and in no way will it reduce your comfort level.
- The rebate on the MRP at the time of warranty claim is applicable as tabulated below:

5 Years	1 Year Full Replacement
	1-2 Years = 80% Rebate on Billing value
	2-3 Years = 60% Rebate on Billing value
	3-4 Years = 40% Rebate on Billing value
	4-5 Years = 20% Rebate on Billing value

Please note that the rebate, if approved, is provided solely by Manufacturer/Supplier, Home Centre shall not be liable or responsible for providing a rebate.

MANUFACTURER WARRANTY TERMS FOR YOUR RESTOBOX MATTRESS

The RESTOBOX Mattress, which is manufactured by Springfit, must be unpacked immediately after delivery for getting the mattress into proper shape and to increase the longevity

WARRANTY

- The Quality of this product comes with a Springfit warranty of 5 years from the date of purchase. Please contact Springfit customer care at 1800 833 4455 if you have any complaint.
 - Warranty and free replacement from the date of purchase is applicable against any material workmanship defects only.
 - The warranty benefits will be given on pro-rata basis as explained below:
 - In case of a Product worth ₹10000 with 5 years warranty and there is a defect after 3 years of use, pro-rata money back warranty is applicable for balance 2 years of warranty.
 - It means that the Pro-rata value available to the customer on that mattress would be $₹10000 \times 2/5 = ₹4000$.
 - In case of replacement of the old mattress under warranty claim customer will end up paying $₹10000 - ₹4000 = ₹6000$
- *Pro-rata calculation is on the prevailing price at the time of warranty claim

The Manufacturer warranty is subject to following conditions:

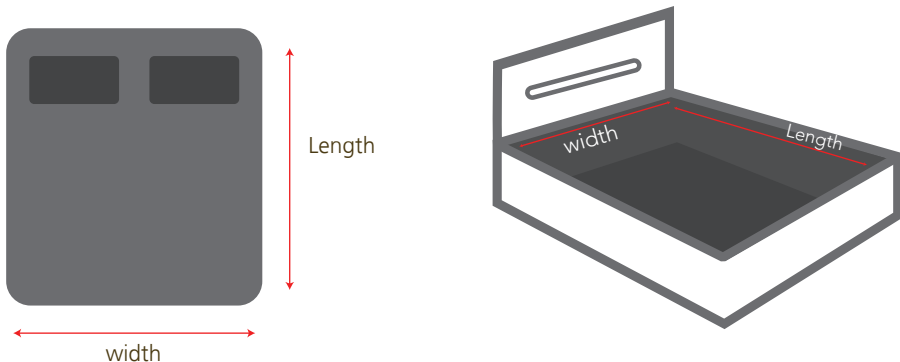
- Warranty is applicable only if the mattress is purchased from any of the Home Centre.
- The invoice copy must be presented to avail the warranty
- The warranty is provided by the supplier to Home Centre customers and it is not provided by Home Centre directly. The sole liability lies with the supplier / Manufacturer and not Home Centre under any circumstances. While Home Centre will facilitate any queries raised during the warranty period, customers must contact the respective suppliers in case of any delays or concerns.
- In certain cases, the suppliers / manufacturers may deny the warranty for reasons best known to them, Home Centre does not take any liability or responsibility for the denied warranty from the suppliers and it is for the customer to resolve any concerns with the suppliers directly.
- Stains occurring on the mattress tapestry after unpacking or removing the packing / poly bag and subsequent use at customer's end will not be covered under the warranty.
- Cloth damage / tearing of cloth during usage will not be covered under the warranty.
- Opening of stitches (both quilt and tape edge) that is reported after 15 days of the purchase date will not be covered under the warranty.
- Warranty doesn't include damage resulting from improper usage. Please follow tips given under dos and don'ts.

- Warranty is limited to sagging of the mattress and doesn't cover fabric damages such as tears, stains, color fading, bleeding, soils or burns etc.
- Warranty does not cover damages to the mattress due to infestation by any insects / rodents / rats and due to any natural calamities.
- Warranty does not cover any damages or sagging in the mattress due to improper size and condition of the cot, uneven resting surface and improper structural design of cot.
- Warranty is not applicable for any smell that may occur during usage in an enclosed environment, moisture in air due to the surrounding environment / Fungus / use of air conditioner, excessively wet surface and pouring of liquid on the mattress.
- Warranty doesn't cover preferences in comfort level.
- The Manufacturer will bear only the costs resulting from repair or replacement of defective springs for the first year. Transportation costs shall be borne by the customer.
- Excluded from the warranty are losses resulting from natural wear & tear, improper maintenance, wrong handling, excessive loading, negligence in use, folding of mattress and unsatisfactory foundation.
- The Manufacturer will not be liable for any consequential damages, and under no circumstances shall its liability hereunder exceed the price for goods determined to be defective.
- Decision of the Manufacturer regarding the nature of defects and applicability of Warranty will be final.
- Specification varies from model to model. Tolerance: Length or Width: 12mm; Thickness: +15mm - 5mm.
- Transportation and inspection costs will be charged as per actual after first year of warranty which shall be subject to change without prior written notice to you.
- If repair is required in mattress then repairing cost will be charged after 1 year of warranty period along with freight charges.
- Comfort preference is not the part of warranty terms, Manufacturer only gives warranty of product supplied not the comfort for individual.
- Mattress damaged due to an inappropriate/uneven foundation or when an incorrect size of bed frame is used, is not covered in warranty
- Fabric pilling, stains, soiling, fluid penetration, tears or burns are not covered in warranty, also any mattress fabric damage due to heat/iron is not part of warranty.
- Mattress cover is not covered under warranty.
- Normal change in softness and recovery time associated with memory foam and latex materials over time is not covered in warranty.
- Body impressions in the mattress that measure less than 1.5 inches is not considered as sagging and will not be covered in warranty
- Claims, if any, will be restricted to Courts within the New Delhi jurisdiction only.

CUSTOMIZED MATTRESS

- Customized mattresses are make-to orders and are sold as 'No return' and 'No exchange', once invoiced the order cannot be cancelled, under any circumstances
- Subject to the terms and conditions herein, acts beyond the control of Home Centre and force majeure events, Home Centre shall deliver the customized mattress to Customer at his/her doorstep, tentatively within 30 days from the date of realization of payment.
- The warranty is provided by the manufacturer to Home Centre customers and it is not provided by Home Centre directly. The sole liability lies with the Manufacturer and not Home Centre under any circumstances. While Home Centre will facilitate any queries raised during the warranty period, customers must contact the respective Manufacturers in case of any delays or concerns.
- In certain cases, the Manufacturers may deny the warranty for reasons best known to them, Home Centre does not take any liability or responsibility for the denied warranty from the suppliers and it is for the customer to resolve any concerns with the suppliers directly.
- Specification varies from model to model and there can be a tolerance level or variance of 12mm for the customized mattresses
- The length and width of the mattress must be measured as specified below:

HOW TO MEASURE MATTRESS SIZE?



Images are indicative. Please measure accurately for correct size.

WARRANTY TERMS FOR DREAMZ MATTRESS

Congratulations

Thank you for choosing Dreamz Mattress. Dreamz mattress are specially designed for providing excellent cushioning support and warranty to maintain the required comfort level for years.

Warranty Terms for DREAMZ MATTRESS

Dreamz mattress are covered under warranty. The warranty on Dreamz mattress products is pro-rated as mentioned in the table below:

Products	Warranty in Years
Dreamz Mattress	5 Years

- During warranty period if the mattress develops manufacturing defect as mentioned in the definition the mattress will be repaired. If the product is not serviceable, then a credit note will be issued for exchange to new mattress, as per the pro-rata calculation shown below by Dreamz mattress. This credit note can be used on next purchase of Dreamz mattress or equivalent.

To calculate pro-rated warranty consider the following example:

If a Dreamz mattress worth ₹20,000 having a warranty of 5 years (60 months), develops a defect after 1 year (12 months) of use, then the credit note amount will be calculated as follows (Purchase price x balance period of warranty) / Total warranty

$$\begin{array}{l} \text{₹20,000} \times 48 \text{ months} \\ \text{i.e.} \dots\dots\dots = \text{₹16,000/-} \\ \text{60 Months} \end{array}$$

Terms & Conditions for DREAMZ MATTRESS

- For any query/ service please contact Varahamurti Flexirub Industries Pvt. Ltd., Plot No. 14, Sectors 3, IIE SIDCUL, Haridwar - 249403, (U.K)
- S.F. No. 205, Paduvampalli Village, Suler Taluk, Annur, Coimbatore - 641659 (Tamilnadu), care@springfit.com or call 1800 833 4455.
- Warranty is valid from date of invoice.
- In case of a complaint during warranty period:
 - a. Customer shall contact manufacturer on 1800 833 4455 with cash memo & warranty card.
 - b. Defective product must have Dreamz mattress MRP Tag for identification.
 - c. Dreamz mattress will do inspection through authorised personnel and redressal of complaints will be done as per warranty terms.
- The warranty is limited to sagging, crumbling and natural disintegration under normal conditions of domestic use and is applicable only on bare spring as supplied by the Varahamurti Flexirub Industries Pvt. Ltd.,
- With normal use, mattress is likely to
 - a. Develop softness & loosen up cover.
 - b. Have loss of thickness up to 10%. These are not considered as defects and will not be covered under warranty
- No claim can be made under the warranty resultant from:
 - a. Misuse, misapplication or accidental damage resulting in failure of the product.
- The warranty applies only for the manufacturing defect.
- Decision of the Dreamz mattress regarding the nature of defects and applicability of warranty will be final.
- Warranty will be void if any damage happens due to improper handling / movement / shifting/water seepage / folding of mattress etc.
- The transportation cost if any, has to be borne by the customer.
- The warranty excludes any other condition/affirmation /liability not expressed herein.
- Warranty terms are subject to change without prior notice.
- Disputes regarding warranty, if any are subject to the jurisdiction of Bengaluru.

DO'S



- Always vacuum clean your mattress.



- Its recommended to use mattress protector to avoid contact of liquid or solid spills.



- Keep your bedroom room ventilated during day time to avoid moisture in the air, which tend to get absorbed by the mattress in a closed room.

DON'TS



- Do not spray or pour harsh cleaning material directly on the mattress



- Do not sun dry your mattress



- Do not encourage kids to jump on the mattress, as it may damage the spring coil underneath and suppress the foam and soil the fabric.



- Avoid siting in the corner of the mattress for a long time as it may damage the corner spring and cause foam suppression.



- Remember your mattress is made of foam and fabric upholstery. Do not place any sharp objects on the mattress, as it may pierce and tear the fabric and sometimes foam beneath.



- Do not place any hot object such as iron box, hot water pad etc., on the mattress as it may spoil the mattress fabric .



- Your mattress is breathable and does not attract bedbugs, hence do not spray any insecticides on the mattress.

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Chennai | Trichy | Coimbatore | Thiruvananthapuram | Cochin | Calicut

Customer Care Number: 1800 212 7500


Email: help@homecentre.in

Escalations: Businesshead.homecentre@landmarkgroup.in

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