

Before buying any leisure furniture, please read the contents of this Manufacturer's Guide. It contains important information on the characteristics of the raw materials used for the production of upholstered furniture and finished goods as well as guidelines for their proper use.

1. Upholstered furniture should be used in accordance with their purpose and the guidelines included in this Guide. Upholstered furniture without a sleeping function, e.g. corner sofas, sofas, armchairs, and hockers (stools, hassocks) are used for resting in a sitting position. Furniture with a sleeping function, e.g. corner sofas and sofas, can be used for occasional night rest. Only upholstered beds, available in the offer of IMS SOFA, are designed for regular night rest. It needs to be remembered that leisure furniture with a sleeping function may have a different level of comfort than the same models that were not equipped with this function.

2. Ordering additional pieces to previously purchased furniture may be associated with certain differences in the structure or hue of the leather, fabric, or leatherette. The differences result from using the furniture, which may gradually change its properties due to use, sunlight, and natural wear. The appearance of a new piece of furniture may also differ from that of an older piece because of the use of a different batch/supply of raw materials in the production process.

3. Natural leathers possess characteristic properties making the appearance of every cover unique. Birthmarks, visible on the surface of such leathers, confirm and emphasize the natural origin of the material. The natural birthmarks and features include: scars, stretch marks, veins, wrinkles, creases, thinner areas, blemishes, insect bites, differences in hue, differences in structure, as well as characteristic smell and differences in sheen. These features are typical of natural leather and cannot be eliminated. If they are not acceptable, we recommend buying furniture with a fabric or leatherette cover.

4. The finish of leather upholstered furniture is different from fabric finish - the width of fabric makes it possible to create a piece without seams.

5. The color of materials such as corduroy, denim, and similar materials of impermanent coloring may be transferred onto leather, fabric, or leatherette. We recommend to avoid contact between leather, fabric, or leatherette upholstery and such materials as well as careful contact with clothing with buttons or rivets which may cause upholstery damage. Bedspreads, blankets, and clothing may, in certain conditions, discolor or stain the upholstery of a piece of furniture – light fabrics, leathers, and leatherettes are especially susceptible to staining. We, therefore, recommend to avoid contact between light furniture covers and staining materials.

6. Some upholstery materials may exhibit features typical of upholstery fabrics: sensitivity to touch and shimmer, i.e. difference in gloss and hue depending on the angle of incidence of the light (even within a single batch of material), e.g. in segments of corner sofas connected at an angle, and pilling, i.e. the formation of small knots/pellets on the fabric surface. The visible thickened areas can be removed manually or with the assistance of a professional company. Sensitivity to touch, shimmer, and pilling are natural features of the fabrics, resulting from their properties.

7. Suede fabrics are characterized by higher friction than other fabrics, as well as by their susceptibility to shimmer and accumulation of small charges. Because of their structure, they may require more force to operate the movable parts of the furniture. If this feature is not acceptable, we recommend choosing upholstery which is not made from any fabric from the suede group.

8. The samples of fabrics, leathers, and colors of wooden, metal, or plastic elements are only for the purpose of demonstration of raw materials/goods, so the appearance of newly ordered pieces of

furniture may be slightly different from the presented samples. The possible differences result from the use of various batches/supplies of raw materials in the production process.

9. It should be remembered that the pieces of furniture on shop displays are for reference only, so a newly ordered piece may exhibit some differences and have different appearance in comparison to a piece on display. The possible differences result, among others, from the high share of manual labor in the production process. It also needs to be remembered that the pieces of furniture from displays have been heavily used for several seasons, which may result in natural changes taking place during that time, e.g. in the density and resilience of foams as well as in the colors of the furniture. Each piece changes its properties as a result of being regularly tested by Consumers and exposed to artificial lighting, sunlight, and air humidity. With time, its color may turn more delicate and the fillers may become softer than in a new piece. Moreover, shop employees systematically straighten all wrinkles and seam displacements appearing after use. In a home setting such corrections are made by Consumers according to their needs.

10. In the case of remote sales, each newly ordered piece may exhibit slight differences and have different appearance in comparison to a piece on display or in a catalog as a result of the high share of manual labor in the production process.

11. Because of the differences in the construction of furniture designed for daytime leisure only and the furniture with a sleeping function, there are discernible differences in seat softness within a single model (furniture with a sleeping function have harder fillers). The differences result from the use of distinct construction solutions and fillers for both furniture types, which serve different functions.

12. The structure of some elements or components of our furniture may be different in terms of hardness, resilience, and height due to the applied design solutions and the size of individual elements.

13. When using parts of upholstered furniture, such as seat and backrest cushions with loose filling, it is typical for wrinkles, creases, and changes in the density-resilience of the filling and the comfort of sitting/lying to occur. This is associated with the type of filling, which is subject to the above-mentioned changes over time. Other natural effects of the use of upholstered furniture include the appearance of wrinkles and waves on covers, the acceptable level of which is described in industry standard RAL-GZ 430.

14. The natural effects of furniture use, such as upholstery wrinkling, soft filler displacement, movement of the seams on backrests, seats, and armrests, appearing during use or when operating movable parts in relation to fixed parts, can be reduced by manual smoothing, patting, shaking, and re-forming. These actions should be performed by the Consumer. Such actions are not harmful to the furniture and can be performed at home without any professional assistance.

15. Wrinkles on the covers of the rounded parts and arched seams of new furniture are a natural feature, while wrinkles on linear seams are intentional in some models. Due to the properties of the covering materials, this is visible in some stiffer fabrics and leathers. e.g. Carabu fabrics, Naturelle type leathers (madrassas) - for details ask the retailers.

16. Because of the use of soft and flexible materials in upholstered furniture, such as batting and foam, there may be differences of up to $\pm 3\%$ in the shape, roundness, height, and dimensions of new furniture in comparison to catalog dimensions. This property is typical of upholstered furniture, the production process of which is based on manual work with soft materials.

17. When folding out sofas and functional segments, it is important to always do this while standing in front of the piece of furniture, in the middle of its width. The seat should then be lifted from the bottom

and folded out all the way in a linear fashion. Tilted mattresses from corner leisure sets should be taken out through vertical-oblique movement towards the front, previously extending the part used for lying, like in the case of sofas. The process of assembling the furniture should be performed in reverse order, remembering that the side rolls in the body (often front rolls as well) should block the pull-out section so that it does not extend on its own.

18. In the case of mechanical damage to new furniture, the thick packaging foil should be kept until the arrival of the Warranty Service to assess the damage.

19. No sharp tools that could damage furniture upholstery should be used for unpacking.

20. It should be remembered that the claws and teeth of domestic animals may damage the surface of covering materials. The durability of the furniture is limited to their regular use. Furniture, just like any other product, is subject to natural wear during its use.

21. Individual models and types of furniture are produced in the same manner for domestic and foreign customers; no individual adjustments can be made.

22. The manufacturer reserves the right to make structural and material changes in the offered furniture models without changing their general nature.

23. Before buying any furniture, please read the information provided in: Attachments – I, included with new furniture, and Warranty Cards – II. This information is important for the Consumer and is available in the following subgroups: I – Technical information; Assembly and placement; Guidelines for use; Structure of upholstered furniture; Natural properties of leather and fabrics; How to care for leather; Cleaning and maintenance and in the Warranty Card – II in subgroups: Characteristics of raw materials used for the production of upholstered furniture and finished goods; Guidelines for use and maintenance; Warranty conditions; The warranty and Manufacturer responsibility does not include.

24. All manufactured pieces of furniture undergo final quality control. The pieces are placed on a hard surface and all elements undergo assessment – this procedure requires the attachment of feet. Regardless of the type of feet used or the finish of their base (felt or plastic shoe), small scratches and/or smudges may appear from the hard surface. This is not a technological fault or a sign of inferior quality.

25. Shop assistants in furniture shops are familiar with the detailed characteristics of our furniture and their segments based on the guides provided by IMS SOFA.

26. When purchasing our goods, the Consumer should read the guidelines for the proper use and maintenance of fabrics and leathers, described in detail in the Warranty Card.

27. ATTENTION In the case of lightly corrected leathers, such as nubuck aniline (Kenya – K, Rancho – R in the offer), no cleaners or maintenance agents should be used. Leather of this type should be kept clean by regular dusting with a soft, cotton cloth (once a week). The leather may not be exposed to direct sunlight or moisture. Appropriate conditions for this type of leather are: humidity 40-45% at ambient temperatures of 18-21 °C

28. Consumer complaints should be made to the Seller. When making a complaint, the Consumer is obliged to provide the following: full address of residence with a zip code, e-mail, and telephone number as well as the address at which the faulty piece is located, if it is different from 64 the address of residence.

29. Before signing an agreement in a furniture shop, the Consumer is obliged to check the dimensions of the furniture and the possibility of bringing them inside and locating at the chosen spot, taking into consideration: entrance doors to the building, entrance doors to the apartment/house, and the width of the stairwell). The manufacturer, shop, and transportation company are not responsible for the lack of possibility of bringing the furniture inside by any standard means; this cannot serve as a basis for cancelling the sale/purchase transaction or returning the furniture. The manufacturer, shop, and transportation company are not responsible for the lack of possibility of taking the furniture outside in the case a repair is necessary at the Manufacturer's seat (such situation may, for example, occur when a piece of furniture was delivered to a Consumer and the Consumer subsequently rearranged the room in such a way that it is no longer possible to take the piece out).

30. Natural leather of different hardness and thickness is used for the production of upholstered furniture as it is placed on different parts of the product.

31. When manufacturing our products we use open-pore leathers (aniline, nubuck) and closedpore leathers, which are divided into grain and split leather. When leather is processed in a tannery, it is divided into two layers. The top layer (more flexible) becomes grain leather, which we always apply to the heavily used sections of furniture, such as seats, backrests, headrests, and armrests. The bottom layer becomes split leather and is applied to unused sections, such as sides, bottom, back, and the sections that are not visible. Note: In some models, the manufacturer uses eco leather instead of split leather instead. The application of such solutions is known to sellers.

32. As a result of tight packaging and other transportation conditions, there may be creases, deformations, or folds visible on the furniture after unpacking; they may be corrected by manually forming the armrests, backrests, and seats.

33. With time and regular use, the soft fillings of upholstered furniture, such as polyurethane foam, batting, and wadding, change their impermanent properties and parameters, losing flexibility, resilience, and volume, which may influence the appearance and reduce the comfort of seats, backrests, slides, and armrests.

34. Sitting or standing on headrests, armrests, edges of backrests and seats, or single wooden spring slats of slides as well as overfilling bedding containers should be avoided as it may lead to damage and irreversible changes to the furniture.

35. The furniture is designed for home use.

36. Sleeping functions, relaxation functions, and bedding containers should never be operated by children without assistance.

37. Direct contact of upholstery with human sweat should be avoided as it may cause discoloration or exfoliation/damage to the cover.

38. Cleaning furniture upholstery should be conducted according to the instructions included in the Attachments and Warranty Cards (point 23 of this Guide). When cleaning, the surface of leather or fabric should not be rubbed as it may result in damage.

39. After cleaning and drying the upholstery (at least 2 hours), it is necessary to impregnate the surface. The furniture can only be used after the leather or fabric is completely dry – cleaning and maintenance instructions are included on the cleaning agents recommended by the manufacturer.

40. The Manufacturer is not obliged to deliver a substitute piece to the Consumer for the duration of a repair.

41. The manufacturer's warranty and liability do not cover damage caused by animals, changes resulting from stains: from drinks, food, cosmetics, soaking the furniture with water or other liquids, or any other damage uninfluenced by the manufacturer.

42. The warranty and responsibility of the Manufacturer does not include the natural sounds made by the furniture during its use, resulting from the connections between segments or metal mechanisms used.

43. The warranty and responsibility of the Manufacturer does not include defects or damage that the Consumer was aware of or reasonably should have been aware of, in relation to e.g. furniture from shop exhibitions, damaged furniture with reduced price due to a given defect / fault, or discounted furniture.