



TECHNICAL ASSISTANCE MANUAL

Service Channel:
www.karams.com.br

KARAMS PRODUCTS WARRANTY

- The warranty applies to the product under normal conditions of use and in accordance with the use and maintenance recommendations specified in this manual.
- We offer an extended warranty on top of the 90-day legal warranty. On the lining fabric, the warranty applied is 6 months, on other items the warranty is 12 months, counting from the issuance of the invoice.
- If misuse is found, an invoice is not presented or the occurrence of any conditions that exclude or do not include the product warranty is verified, the expenses arising from repairs, repairs and exchange of materials will be borne by the retailer or consumer Final.
- The company is responsible for providing technical assistance for damaged products, repairing the defects presented. Products (in whole or in part) must be returned to the factory for technical examination and, if applicable, repair of defects.

Important: The consumer must check the product for visible defects upon delivery and not accept it if present. Receipt from the consumer means confirmation that the product was free from apparent defects at the time of delivery.

EXCLUSION AND LOSS OF WARRANTY

- When there is natural fading of the coating;
- Use and misuse of the product;
- Damage caused by weather, natural disasters and animals domestic;
- Contact of the product with chemical agents such as alcohol, detergents and bleaches;
- Cleaning carried out in a different way than recommended;
- Inappropriate transportation and handling;
- Excessive exposure to natural agents such as: sunlight, sea air and humidity;
- Fabrics supplied by customers;
- Making changes to the product;
- Damage caused by inadequate assembly;
- Damage caused by the action of pests (termites, borers, among others);
- The warranty will become invalid if, without prior authorization from the manufacturer, alterations, repairs or replacement of parts are carried out, or the product is damaged in any way by any act carried out;
- If the product identification is changed and deleted;
- If the product is passed on to third parties;
- If the product has stains due to being left in the plastic packaging without ventilation;

CLARIFICATIONS

- The softening of cushions and seats is normal depending on the frequency of use and is established by ABNT in standard NBR 15164/2004, in this case it is not considered a manufacturing defect in the product;
 - Velvet fabrics can form shadows or flatten the fibers, not characterizing defects in the coating;
 - Light-toned fabrics can absorb dye from dyed fabrics, in this case there are no manufacturing defects.
 - As it is a handmade product, variations may occur in the measurements provided. Karams estofados reserves the right to make changes to the product without prior notice.
 - Depending on the direction of the yarn weave and the display of the product, the color scale of the coating may vary. This especially applies to corner models where the modules must be in opposite directions.
 - If a product or raw material is not available, the manufacturer can replace it with another of the same type, quality and equivalent value.
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MAINTENANCE RECOMMENDATIONS

- Do not jump on the seat or sit on the armrest or backrest as this may damage the seams, lining and structure;
- When cleaning, use a soft cloth dampened with water and neutral soap; Then use a dry flannel to remove excess, without squeezing or rubbing;
- To remove dust, use a soft brush or vacuum cleaner. Powder with a brush tip and at low speed;
- If any liquid is spilled, wipe it off with a clean, dry cloth. Never scrub, depending on the liquid you will need to call a specialized company who must take on the cleaning risk;
- In products made from leather, given that its finish makes it repellent to liquids, immediate cleaning is necessary so that stains do not occur and the leather is not damaged
- In the case of supplied fabrics, speak to the supplier about the best form of conservation;
- Do not drag the product, always lift it to move it;
- Fabrics and covers should not be washed.
- Keep sunscreen, insect repellent and other cosmetics away from upholstery. They can stain the coating.
- Sharp materials can damage the product, causing holes and tears, therefore, friction with such objects must be avoided.
- Prevent the upholstery from coming into contact with the wall or other furniture. Friction can cause wear and damage to the coating and foam.
- Operating reclining mechanisms without due care may result in accidents. Do not allow children to play with these mechanisms.
- To keep the upholstery in good condition, massage the cushions until the filling recovers.

RENOVATIONS AND SERVICES NOT INCLUDED IN THE WARRANTY

As an industry, it is important to clarify that we do not offer refurbishment services for purchased products. This includes, but is not limited to, changing the covering (fabrics), replacing foam, feet/bases or any other component or complement to products that are no longer covered by the warranty.

Our technical support team is focused on providing support to ensure your product performs to its original specifications during the warranty period. Any modifications, renovations or replacement of components by third parties or by yourself may affect the integrity and performance of the product, in addition to voiding the warranty.

Therefore, we recommend that, if you feel the need to carry out any renovation or replacement of components after the end of the warranty, you look for a qualified professional or a company specialized in upholstery renovation services or similar products. They will be able to provide guidance and assistance to meet your needs appropriately and safely.

Remember that proper maintenance and care can extend the life of your upholstery and minimize the need for renovations. Consult the manual supplied with the product for guidance on how to care for and maintain your upholstery in ideal conditions of use.

If you have any specific questions about renovations or require additional guidance on the care of your product, do not hesitate to contact the establishment where you purchased the product or our technical assistance service, who will be happy to provide the necessary information.

HOW TO REQUEST TECHNICAL ASSISTANCE FOR YOUR KARAMS PRODUCT:

Be sure to follow the proper procedure when calling for technical assistance for your product. Follow the following steps:

- Contact the establishment where you initially purchased the product.
- Present the product purchase invoice during the initial contact.
- Formalize the request for technical assistance, including detailed photos and a detailed description of the defects presented by the product.
- Wait for our factory's position regarding the next steps, which may include the repair procedure or, if necessary, exchanging the product.

Please note that the entire technical assistance process is conducted exclusively through the partner retailer, as we are an industry and do not offer direct customer service. Therefore, it is essential that all contacts and information are handled through the establishment where you purchased the product.

Please avoid carrying out any repair procedures yourself without prior authorization from the factory. If this occurs, we will not be responsible for any costs and the product will automatically lose its warranty.

In relation to the removal of the product for repair, the responsibility lies exclusively with the retailer, who will be responsible for organizing and carrying out the appropriate transport of the product to our factory.