

**Harvey Norman<sup>®</sup>**

FURNITURE & BEDDING



**TERMS of SALE  
& CARE GUIDE**

*LOVE*  
your  
**FURNITURE**  
for  
*YEARS*  
to come



## Table of Contents

- Page 1. Essential Checks Before Ordering  
Payment  
Cancellations  
Availability  
Lead Times
- Page 2. Delivery Access  
Storage  
Furniture Returns
- Page 3. Delivery Service  
Delivery Time  
Collection  
Damaged/Faulty Goods  
Quality Control
- Page 4. Mattress Care & Maintenance
- Page 5. Upholstered Headboards and  
Bed frames Care & Maintenance
- Page 7. Wood Care & Maintenance
- Page 8. Glass Furniture Care & Maintenance  
Bunk Beds Care & Maintenance
- Page 9. Assembly of Furniture
- Page 10. Marble/Stone Care & Maintenance
- Page 11. Sofa Care & Maintenance
- Page 16. Candle Care
- Page 17. Warranty & Points to Note

## **ESSENTIAL CHECKS BEFORE ORDERING**

It is the customer's responsibility to ensure that the Furniture and Bedding items that have been ordered will fit into the room for which they are intended, that they will fit through all access points to the room and that there is sufficient access for a large delivery truck to reach the delivery address. Fees for redelivery or cancellation will apply.

## **PAYMENT**

A minimum deposit of 20% is payable on placing your order. A greater deposit will be required for all custom made or special orders. Full payment must be received before delivery/collection of goods. Errors in pricing are subject to correction with your approval. If you do not approve Harvey Norman reserves the right to cancel the sale. Please confirm the prices at point of purchase.

## **CANCELLATIONS**

Cancellations are accepted within 48 hours of order. Cancellations after 48 hours will result in the loss of deposit. Cancellations are not permitted on custom orders where an item has been ordered to your exact specifications or on any non standard combination order.

## **AVAILABILITY**

All of our product ranges are updated regularly and therefore, we cannot guarantee continuity of supply. We therefore recommend that customers purchase all of their requirements at once. We cannot accept responsibility for any subsequent changes in design style or specification of the chosen product range.

## **LEAD TIMES**

As all of our products are subject to availability from our suppliers, we can only give general guidance or an approximate lead time at the time you place your order. Stock due dates are not guaranteed but we will do our utmost to ensure products are delivered by the stated date or within a reasonable period thereafter. We cannot accept any liability for any delay or failure to deliver that is beyond our reasonable control.





## **DELIVERY ACCESS**

The delivery crew will not attempt delivery if there are health and safety issues or where damage to your home may result. They will not remove doors or windows. Road access to the delivery address must be suitable and adequate for the delivery vehicle so that unloading can be carried out conveniently without obstruction or damage. All doorways, hallways, elevators, and points of access in your property must be measured by the customer to ensure that they are adequate for the size of the goods being delivered. If the delivery team have difficulty placing an item in the area of your choosing due to limitations such as narrow halls, stairways, corners or ceiling heights, the items will be placed in another area of your home. If you insist that the delivery team manoeuvre an item in a restricted area, you will be responsible for any resulting damages to the furniture and the premises. Prior to delivery please ensure that all access routes, flooring and door frames are protected. Harvey Norman will not accept responsibility for any damage caused where floor covering protection was not used.

## **STORAGE**

Items that are in stock and/or are ready for delivery will be held in storage for a maximum period of 4 weeks. Storage fees will apply after this period. A charge of 3% of the total order value per week is applicable to all items held in storage.

## **FURNITURE RETURNS**

We are happy to assist you with the return of furniture items that are unsuitable once we are notified within 72 hours of receipt of the goods. Please be aware that all goods being returned must be in perfect condition and a restocking fee will apply. The restocking fee is calculated at 20% of the value of the item. An uplift or collection charge will also apply. We are unable to refund or exchange faulty or imperfect goods where the imperfection was identified to you prior to purchase (for example, where you have knowingly purchased an imperfect display model). Mattresses and bed linen cannot be returned once the packaging has been opened for health and hygiene reasons. Any item which has undergone assembly cannot be returned. All returns must be accompanied by proof of payment. All returns must be in their original packaging and in perfect condition. In the event of a refund, this must be collected in store via the original payment method. Refunds will be processed once the goods have been returned to us.

## **DELIVERY SERVICE**

We offer a delivery service on all items. A delivery charge applies to all home deliveries. Harvey Norman engage the use of independent transport companies for all deliveries and the service is carried out by a trained one or two man crew. Any claims relating to personal property or effects being damaged or soiled during the course of delivery should be reported directly to the Harvey Norman Customer Assist Team on 01 8971520 or 028 901 10044 within 24 hours and all claims will be forwarded to the relevant transport company to be processed.

## **DELIVERY TIME**

Although we are unable to give a specific time of day for deliveries, we will try to accommodate all customers where possible. You will be contacted to schedule your delivery on a given day and the driver will contact you one hour in advance on the day of delivery. In the event that a scheduled delivery is cancelled by you or a redelivery must take place, a fee will apply.

## **COLLECTION**

All items must be paid in full prior to collection. Customers must have a copy of the original sales invoice and present this at the Warehouse Collection Point as proof of purchase. Please consider the dimensions, size and suitability of the vehicle that is being used to collect goods. If items cannot be loaded safely or without damage into the pickup vehicle, our warehouse teams may politely decline to load onto vehicle. For goods collected, transport will be entirely at the risk of the customer. Please inspect all your new furniture at the time of pick-up. Harvey Norman cannot be held responsible for any transit damage caused thereafter. If there are any items that do not meet your approval, inform the warehouse immediately.

## **DAMAGED/FAULTY GOODS**

All goods must be inspected on receipt of delivery and any damage i.e. scratches, tears, dents, soiling etc. should be reported immediately to the Harvey Norman Customer Assist Team on 01 89715200 or 028 901 10044. Harvey Norman is unable to accept reports of damage upon delivery after three days so it is critical that you unpack and inspect your goods within this time. In some instances, to professionally repair an item Harvey Norman may need to remove the item from your home to a repair workshop. In most cases, faults are of minor nature and can be resolved in the home by a professional furniture technician. If the issue is not corrected to original specification or similar, we will replace or exchange the item. In the event you receive an item you feel is faulty, please provide us with photographs within three days of delivery clearly showing the fault along with a written description so that we can assist you.

## **QUALITY CONTROL**

Please be advised that our warehouse teams will sometimes quality check items by opening the packaging to examine the product before it is dispatched to the delivery company. This is done to ensure that only furniture of the highest quality is delivered to your home.



## **MATTRESS CARE & MAINTENANCE**

Before using the product, open all packaging in a well-ventilated room and leave uncovered for at least 24 hours. Due to the fire retardant spray used during production, there may be an odour from your mattress for a number of weeks.

We would strongly recommend the use of a mattress protector on all mattresses. Occasionally vacuum the surface of your mattress to remove dust and let your mattress air regularly.

Always follow your manufacturer's cleaning and care label instructions. If you spill something on your mattress make sure you extract as much of the spill as possible – mattresses don't dry out easily. You can stand it on its side to minimise the penetration of moisture and allow it to air dry away from direct heat.

Body Signatures are the impressions the body makes on the surface or comfort layers of the mattress where the main weight of the body has been lying. Body Signatures are normal and indicate that the mattress is adapting and conforming to the body shape. Generally a depth between 25-35mm is normal within the first 12 months. If the depth of the depression is greater than 40mm, further investigation may be required. These values may vary for plush mattresses due to the thickness of the comfort layers. The more plush the mattress, the more noticeable the Body Signature may be.

Please refer to the manufacture's instructions in relation to rotation or turning of the mattress. Some mattresses need to be flipped while other mattresses need to be rotated head to toe. Ensure not to bend or roll your mattress. Bending or rolling your mattress will damage the spring unit. Sitting on the edge of your mattress for long periods can also affect its shape. Mattresses should be used on an appropriate supportive base or frame. Avoid placing a board between your mattress and your box spring - it can interfere with the supporting function of the box spring. Check that legs and castors are tightened fully from time to time.

Issues relating to comfort cannot be attributed to a manufacturing fault.

## UPHOLSTERED HEADBOARDS AND BED FRAMES CARE & MAINTENANCE

To clean, simply dust. Wipe away any stains with a moist cloth, followed immediately with a dry cloth to avoid watermarks. However, should you need to remove any heavier stains, please use a neutral detergent, taking care not to over rub - rinse with clean, lukewarm water. We recommend that you avoid placing the bed near radiators. Similarly, direct sunlight may cause some fading.

Proper centre supports make a world of difference when it comes to your complete bedding setup. Not only do supports add to the comfort of your mattress, they also prevent damage to your bed. Without them, your mattress will almost certainly start to sag. If you are placing your bed on a wooden/tiled floor we recommend the use of a rubber mat under the feet to prevent them from slipping on the ground.

Adjustable centre feet should not touch the ground, there should be a slight gap between the foot and the floor to allow for movement and to avoid it getting bent if the bed moves. Also take care when moving the bed for cleaning that you straighten the centre foot afterwards so that it is offering the correct support. Please refer to the manufacturer's instructions for full details.

**Motion Bases:** Please heed the manufacturer's weight restrictions and assembly instructions

Connect the base to a power supply. We recommend using a surge protector. Incorrect power connection may cause electric shock or fire. This product presents a risk of electric shock or injury if used incorrectly.

- Do not attempt to open or disassemble the components in the process of using the product.
- Before commencing maintenance or cleaning of the base, ensure the base is completely flat, then unplug from the power source to avoid electric shock.



- Do not allow the power cord to be placed or rested on or near hot surfaces.
- Keep the base away from flammable substances as this will pose a significant safety risk.
- Keep body parts clear of all moving parts to avoid injury while the product is in use. Keep moving parts clear from obstruction during operation, such as sheets, clothing and wiring.
- Before adjusting, make sure children and pets are clear of moving parts and are not under bed base.
- Use caution with liquids in or around the base. In case of spillage, unplug the base.
- Keep bed in a flat position when not in use.
- Do not allow children or pets to play under the base. Store the remote safely and keep away from children and pets. Children should only use this product under adult supervision.



## WOOD CARE & MAINTENANCE

Whether you have an all-wood piece of furniture or a furnishing made of a mix of wood, man-made wood (engineered materials) and wood veneer, you want to protect it from damage, maintain its perfect finish and keep it looking beautiful for years to come. Here are some tips to help you do that.

**Care** Solid woods may expand and shrink with changes in temperature and humidity. Take care not to place your furniture next to radiators or anywhere that could be subject to excessive changes in temperature or moisture. Avoid placing furniture directly under windows.

We recommend that all kitchenware and beverages should be placed on coasters, mats and hot pads. Clean up spills immediately as liquid left sitting for a long period may cause staining or soak into the product and cause damage.

Shelves or drawer boxes should not be overloaded beyond capacity. For drawers that sit directly on the ground, bear in mind that carpet pile will restrict the free movement of drawers. Always use the handles provided to open and close drawers/doors. It is recommended that all self-assembled products should be periodically checked to ensure that all the fittings are secure. Do not over tighten the fittings.

**Cleaning** To clean, use a duster or lint free cloth regularly. Never use all-purpose chemical/cleaning sprays on your wood furniture. You should not use soap and water on a regular basis as it can stain and damage the wood. Use soap and water sparingly to get rid of hard stains. Dry and buff immediately with a dry cloth to avoid staining. In the event of more stubborn marks, a solution of mild detergent should be used on the cloth. Silicone based polishes should not be used on the wood as they will build up and leave a sticky residue on the surface.

**Heat** Never place hot items such as dishes directly onto a table or surface without using a heat resistant mat or trivet as direct heat will draw out the moisture in the wood. This could leave a ring mark ingrained into the wood. Very hot items such as a saucepan or baking dish should never be placed on a table top, even with a hot pad. Avoid placement of heated electrical equipment, cigarettes, candles etc. on furniture tops and surfaces. Use protective mats and ashtrays.

**Colour Variations** Colour differences in woods are to be expected and knots, shading and grain differences are a natural characteristic and can sometimes be non-uniform in appearance. This is a feature and not a fault of these products. The colour of wood will naturally mellow with age. However, prolonged exposure to direct sunlight may accelerate this process.

## **GLASS FURNITURE CARE & MAINTENANCE**

To clean glass, choose a non-abrasive commercial glass cleaner, or use warm water and a soft, lint-free cloth. Wring out excess water and wipe surface. Dry immediately with a dry lint-free cloth.

As with wood, use of coasters and placemats will protect the surface of your furniture. Take care to avoid sliding rough objects across glass. This can cause permanent scratches to the surface. The use of abrasive cleaners on glass may cause scratches. Before cleaning glass, gently remove excessive dirt and debris first so as not to scratch the surface.

## **BUNK BEDS CARE & MAINTENANCE**

Always heed the manufacturer's weight restrictions and assembly instructions.

Allow only one person on the top bunk. Advise children about the risks and identify safety rules where bunk beds are concerned.

Unless the area under the bed is designed by the manufacturer as a play area or study centre we recommended against playing on or under bunk beds.

Encourage your children to use the ladder (or the stairs if this is a stairway bunk bed) when climbing on and climbing down from the top bunk. The recommended way to climb both up and down is facing the ladder holding on to it securely.

Take care not to place bunk beds near windows, curtains/blinds or within 2 metres of a ceiling fan or light fitting. Ensure the bed has all guard rails installed at all times, even if the bed is pushed up against a wall. Ensure the mattress is the correct size for the bed.

Check regularly to make sure the bed frame is sturdy and free from signs of wear and tear. Tighten all fittings, especially on the ladder regularly.

Check for any gaps that may trap fingers, limbs and heads.



## **ASSEMBLY OF BEDS AND FURNITURE**

When opening the box/packaging please do not use a knife or a blade.

Having unpacked your furniture, check that it is complete and all parts are present. Ensure all fittings have been removed before disposing of packaging. This should not be left within reach of children as it may be dangerous.

For 'self-assembly' furniture, read the assembly instructions before starting. Identify the parts of your furniture and follow the assembly sequence. Avoid use of force when assembling parts; be careful not to over tighten fittings during assembly.

In order to avoid any damage during assembly, use the appropriate tools and work on a surface covered by carpet or other protective layer. For gluing operations (drawers for example), use the glue provided and leave assembled parts to one side for one hour to allow the glue to dry in a well ventilated area.

Please note the feet for certain product may be found in the zip pocket underneath the suite.

Assembly and installation must be done in accordance with our instructions. Failure to follow assembly instructions may result in poor performance of your product and void your warranty. This warranty does not cover any damaged or defective parts that result from incorrect installation and assembly, abuse, negligence or improper use. If instructions are not followed, we decline any liability in the event of damage caused to people or property as a result of incorrect installation. Where assembly instructions specify safety measures (markings for example), they must be complied with as if they are not we will under no circumstances be considered liable for any harm that may occur. Where maximum loads are stated, please do not exceed these as this may lead to sub-standard performance, possible damage to the product and even collapse.

### **Installing your furniture**

Once assembled, position the furniture, ensuring it is level so that doors and drawers open and close properly; fixing it will facilitate adjustment (hinges or runners). Check the final stability of the furniture.

When positioning the furniture please do not drag, items should be lifted by the bottom base and should not be lifted/dragged. This may require two or more people.

Felt pads or gliders should be used under all Bedding and Furniture products.

If you need to move your furniture, you must empty it; this will make handling easier and avoid risks of breakage or injury. This does not apply to furniture fitted with casters; emptying the furniture in this case is at your discretion.

**Note** If stated in the assembly instructions, furniture must be fixed to the wall using furniture safety straps and fixing provided.

## **MARBLE/STONE CARE & MAINTENANCE**

Genuine marble is natural stone and can be vulnerable to hard knocks, scratches, sunlight and variation of temperature. The surface should be merely wiped with a mild soap solution. Use coasters under glasses/vases, especially if they contain alcohol or citrus juices and place mats under china, ceramics, silver or other objects that may scratch your stone's surface. When placing hot dishes or cookware on the table, use trivets or mats.

Frequently dust counter-tops and clean surfaces regularly with neutral cleaners designed for stone. Blot up spills immediately to minimize permanent damage to the stone. Vinegar, bleach, ammonia, other general purpose cleaners, bathroom cleaners or tub and tile cleaners may scratch or dull the surface of your table.

### **Etch Marks**

Highly acidic substances such as orange juice, coffee, vinegar, wine, tomato products, mustard and many soft drinks will 'etch' the surface. This is a chemical reaction that may leave a dull mark. General cleaners not specifically designed for natural stone are not recommended. These may etch away the polish, discolour the surface, or scratch the stone.

### **Spillages**

A quick response and the right solutions can keep spills from damaging your stone or degrading the sealer. Blot with a dry, white cloth. Spray the area with a neutral stone cleaner and wipe off excess moisture with a clean cloth while turning frequently.





## **SOFA CARE & MAINTENANCE**

In order to ensure that your sofa gets to you in the best possible condition, we package it well to protect it on its journey to your home. During the journey, crush marks may appear on your sofa but please do not be alarmed, these will naturally work their way out over a few weeks. Fillings may also have flattened and need to be plumped up in the same manner you would regularly 'dress' your sofa.

When removing the protective wrapping, do not use sharp tools that may damage your sofa covering.

The seat cushions on your sofa may appear to be firmer than those you sat on in the showroom, but please be aware that your seat foam will soften with use. It helps, especially when you first get your sofa, to remember to use all seating equally to soften all seat cushions evenly. This ensures even wear and helps your cushions last longer.

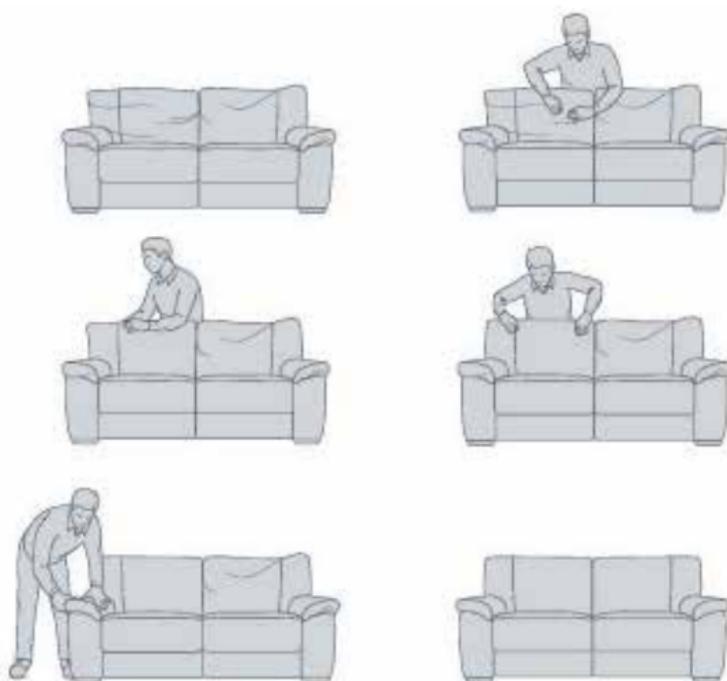
If the sofas are to be used on floorboards, we recommend the use of floor protectors.

As dust and dirt will cause your sofa to wear faster, we recommend vacuuming regularly with an upholstery attachment. Keep furniture out of direct sunlight and at least two feet from heat sources. This will minimize fading of colour and in the case of leather furniture avoid fading and cracking. Dark colours and natural fibres are most susceptible to fading.

Note that sun screen and lotions, certain medications and chlorine are harmful to any upholstery and can cause discoloration. Blue jeans can also transfer blue dye to many coverings.

If there is a need to move furniture, always remember to lift rather than pull. Dragging can put pressure on joints, zips and stretch/damage upholstery. Avoid sitting on the arms, or edge of furniture as this may cause distortion or damage. Pushing feet against or placing them on the arms may cause damage to the arm or frame.

## How to model and shape your new sofa



### Fillings

It may not be uppermost in your mind, but the filling in your chosen sofa does make a difference. Just as they offer different levels of support, sofas and chairs will require different levels of maintenance depending on the filling. Follow our tips to help you to look after your sofa and enjoy it for many years to come.

**Foam upholstery** will feel firm and supportive; the firmer the foam the firmer the sit. It lends a more tailored appearance and will recover well. Over time, the foam will compact and lose volume a little, though this process is much slower with high resilience foam.

**Fibre wrap.** Soft polyester fibre is wrapped or enclosed around a foam core. It provides a good level of support with a soft top layer. It has a more relaxed, casual look and a softer sit – ideal if you like to curl up on the sofa. Turn and plump cushions weekly to maintain comfort and wear. To do this effectively, hit cushions on all sides and drop them onto a clean floor to get some air back into them.

**Foam & feather.** The core consists of a higher density foam, wrapped top and bottom with duck or goose feathers. These types of cushions provide the best characteristics of feather and foam, the softness, support and comfort of feather mix combined with the stability and resilience of foam. As with your pillow, plump daily to maintain appearance and ensure even distribution of filling.

**Pocket Sprung.** If you are after a firmer feel, our individually pocketed coils will offer you all the support you need, the pocket springs are in the core of the interior and surrounded by foam. Multi spring requires minimum maintenance and gives a neat appearance.

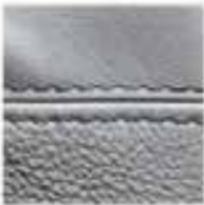
## Leather Care Tips

Leather is a natural product and can vary in look and appearance. Leather furniture rarely retains its new look, and this adds to the character of leather over the years. It has natural markings, from variations of shade and tone, healed scars and scratches, to skin 'stretch marks' and insect bites. By no means should they be considered a defect; nor will they affect the durability or construction of your piece. Such 'imperfections' are your assurance that you have a true leather hide. Leather is highly resilient and over time develops a patina that increasingly enhances its appeal. Also keep in mind, grain patterns and colouring of leather will vary from hide to hide and also within the same hide, making leather all the more interesting and unique.

Avoid placing sharp objects on leather goods. Leather is very durable; however, it is not accident or damage proof. Refrain from leaving newspapers or magazines on leather furniture. The ink from these items may be transferred onto the leather. Avoid placing hot items such as cups, laptops or hot water bottles on leather as this may mark the leather, causing it to darken.

Only use recommended leather cleaners and test in an obscure area first. Avoid abrasives, harsh chemicals, saddle soap, leather cleaners that contain any oils, soaps or detergents, or common household cleaners on leather furniture. Improper cleaning may void your leather furniture warranty. For large or persistent stains, contact a professional upholstery cleaning company.

### Leather characteristics:



Differences in the grain



Stretch mark  
(fat marks)



Scars



Scratches



Difference in tone

## Fabric Care Tips

In order to maintain the appearance and condition of your fabric, it is useful to develop a regular maintenance routine. We recommend against removing cushion covers for separate cleaning, even though they may have zippers. Treat spills and stains as soon as possible. Gently scrape any soil or mop liquid from the surface of the fabric without scrubbing. Apply proprietary cleaning agents strictly according to instructions to remove the residue of the spill. Do not saturate the fabric with water or other cleaning liquids. (If you have Guardsman Protection Plan, contact them immediately). An annual professional cleaning will keep your upholstered furniture looking its best.

Pilling is a normal occurrence caused by wear and tear, and does not affect the durability or functionality of the fabric. It is important to note that pilling is not a fabric defect or fault, and is not covered under warranty. This is completely normal and will reduce once the excess fibres are gone. Fibre pills can be removed by a battery operated pilling tool available from most haberdashery stores. Velvet and chenille fabrics have a raised surface texture which is prone to flattening and shading. The surface of any fabric will wear, however this should not be taken as an indication that material is worn out.

## Recliner Care Tips

When your sofa arrives, you may need to cut the cable ties from underneath to release the mechanism. Sofas with working mechanisms will require enough clearance room both in front of and behind to extend fully. As the recliner contains moving parts, slight noises will be audible when the recliner is operating. When sitting on a recliner you must be aware that leaning or sitting sideways across the recliner arms can put pressure on the central anchor points and cause buckling of the frame or mechanism. Do not sit on the footrest when raised. There will be a gap in the seats to allow for the free movement of the mechanism. This is normal and will reduce the risk of wear on the fabric in these areas.

## Manual Recliner

To activate a manual recliner pull the release cable and to close, use two legs pushed in the centre of the recliner to a fully upright position.

## Electric Recliner

Plug in the lead from the transformer unit into an appropriate domestic mains electric supply, ensuring the cable is not routed where it can become trapped by the mechanism. To open the footrest, press and hold the open button. By continuing to press the open button the back will move to the recline position. To return the back to the upright position and close the footrest, simply press and hold the close button.

Do not place the chair/sofa, cables or transformer

- Underneath or close to any other object of furniture
- In an area which is exposed to long periods of sunlight
- In or near an area which is, or may become, wet or damp
- Near open fires, heaters, gas or electrical appliances.

Never dismantle the motor or transformer.

Do not attempt to exit the chair/sofa whilst in the reclined position, wait until the chair/sofa is fully closed.

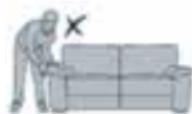
## Sofa bed Care Tips

As with a new mattress, before first use, open all packaging in a well-ventilated room and leave uncovered for at least 24 hours. Sofa beds are designed and intended for occasional use only, as continuous use may lead to premature wear to the mattress and frame.

Remove bed sheets and blankets before closing the bed frame. Although sofa bed action is manufactured to stringent specifications, please do not sit on the edge of the bed once opened as this may cause the frame to bend. Always refer to the manufacturer's instructions for cleaning the sofa and the mechanism.

### Top tips for sofa care:

- When moving your sofa, do not lift it by the cushions sewn to the frame or move your sofa by dragging it around. The best way is to lift it from the base.



- To avoid your sofa fading, do not expose it to direct sunlight.



- When removing the protective wrapping, do not use sharp tools that may damage your sofa covering.



- Your sofa should be placed at least 50cm away from any heat source.



- During the first 3 months, foam padding will become softer. Light creases may form on the cover following this. This is to be considered as normal wear.



- To keep your sofa looking its best, you should plump and shape it weekly to ensure padding and upholstery return to their initial appearance.



- As tempting as it may be, armrests and backrests are not designed as seating.



- For even wear you should alternate your choice of seat.



## S10 Sofaplan



Every sofa we sell comes with our industry leading S10 Sofaplan. It means peace of mind. The S10 Sofaplan structural warranty is exclusive to Harvey Norman and covers every structural component of your new sofa, including framework, joints and suspension (webbing or springs). This means that, should any structural component of your furniture fail during the first ten years, it will be repaired completely free of charge. Unless otherwise stated, all furniture and bedding products purchased at Harvey Norman are covered for a period of one year. (Additional structural cover for your sofa is covered under our S10 sofa plan – details on page 15).

## CANDLE CARE

Always keep a burning candle within sight. Extinguish all candles when leaving a room or before going to sleep.

Keep candles out of reach of children and pets. Don't place burning candles where they might be knocked over by children or pets.

Place burning candles at least 10cm apart. This ensures they won't melt one another, or create drafts that can cause the candles to flare, or the glass holder to crack.

Never burn a candle on or near anything that can catch fire. Place candles away from drapes, bedding, carpets, books, paper, flammable decorations etc. Candles should be burned away from other sources of heat such as television sets and direct sunlight.

Trim candlewicks to 1.5cm each time before burning. Long or crooked wicks can cause uneven burning, dripping and or excessive smoking.

Always use a candleholder specifically designed for candle use. The holder should be heat resistant, sturdy and large enough to contain drips or melted wax.

Be sure the candleholder is placed on a stable heat-resistant surface. This will also help prevent possible heat damage to underlying surfaces and prevent glass containers from cracking or breaking.

Keep the wax pool free of wick trimmings, matches and debris at all times. Debris in wax can cause excessive flames and or smoke.

Always read and follow manufacturer's use and safety instructions carefully. Don't burn a candle longer than the manufacturer recommends. Candles should not be burned for longer than 4 hours at a time.

Keep candles away from drafts, vents, ceiling fans and air currents. This will help prevent rapid uneven burning, and avoid flame flare-ups and sooting. Drafts can also blow lightweight curtains or papers into the flame where they could catch fire.

Don't burn a candle all the way down. Extinguish the flame if it comes too close to the holder or container. For a margin of safety, discontinue burning a candle when 5cm of wax remains or 1.5cm if in a container. Burning a candle all the way down may cause glass to crack.

Extinguish a candle if it flickers repeatedly, smokes or the flame becomes too high. If the candle isn't burning properly, let it cool, trim the wick, check for drafts and then relight. Use a snuffer to extinguish a candle. It's the safest way to prevent hot wax splatters.

## **WARRANTY**

Unless otherwise stated, all furniture and bedding products purchased at Harvey Norman are covered for a period of one year. (Additional structural cover for your sofa is covered under our S10 sofa plan – details on page 15). Extended warranty may be purchased on certain products for further peace of mind. The warranty is void if Harvey Norman determines that any damage to the furniture was caused by abuse, negligence accident or if used for purposes other than which it was intended. Visible surface damage (scratches, nicks, tears, etc.) are not covered under this warranty unless reported within the first 3 days of delivery. Warranty does not cover normal wear and tear.

## **POINTS TO NOTE**

Should you experience an issue with your furniture and bedding items, please contact the Harvey Norman Customer Assist Team on 01 8971520 or 028 901 10044. You will need your customer invoice number to hand.

Our trained staff members will be happy to assist you with any concerns that you may have.

- Cancellations are not permitted on Special Order or Custom made items.
- Any damages to furniture or bedding items must be reported to the Harvey Norman Customer Assist Team on 01 8971520 or 028 901 10044 within 3 days of delivery or collection.
- After 3 days Harvey Norman is unable to accept reports of damage on delivery or collection.
- You may be asked to supply photographic evidence to support any claims of damage to furniture/bedding items.
- The contents of this brochure exist in addition to and do not affect your statutory rights.

**Thank You For Shopping at  
Harvey Norman!**



**NOTES**





**Harvey Norman**<sup>®</sup>

[www.harveynorman.ie](http://www.harveynorman.ie)  
[www.harvey-norman.co.uk](http://www.harvey-norman.co.uk)