



**ZEDERE**



# WARRANTY & CARE GUIDE

# INTRODUCTION

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You have chosen a product from Teamfurn trading as ZEDERE a company which has its roots back in 1956 when the grandfather started a leather tannery which is still owned and run by the family. All of our leather is still produced in our Tannery. Consequently we can give you a guarantee that you are getting the highest quality leather on your furniture. All materials used in our products are of the highest quality available. All moving parts are sourced worldwide from manufactures who provide the best engineering techniques available. We at ZEDERE strive to constantly improve the quality of all of our products irrespective of price.

You can be proud that you have bought the best quality furniture that money can buy.

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# WARRANTY CONDITIONS

All Warranty apply from the date of purchase from your ZEDERE stockist and applies to the original purchaser. Claims must be accompanied by a copy of the original purchase invoice.

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## 10 YEAR WARRANTY

All fixed steel components and external timber frames due to breakage or manufacturing faults ( moving parts excluded-see 5 year warranty )

All steel springs attached to the steel frame.

All seat, back and arm foams against collapsing. Settling of the foam and fibre is normal which may result in some wrinkling of the leather or fabric cover. This can be expected during normal use of the chair/sofa.

## 5 YEAR WARRANTY

Steel swivel shafts  
Aluminium or steel ball race swivels.  
Any other moving parts

## 2 YEAR WARRANTY

### Leather

All leather covers are guaranteed against cracking and tearing ( not caused by pearcing ), provided the leather has been maintained as per the ZEDERE Leather Maintainance Schedule.

Fading due to direct or indirect sunlight is not covered.

Variations in leather texture and healed scares are not faults but are the natural variation to be expected in leather.

**PLEASE NOTE** : Some medications can alter the composition of perspiration which in turn may have a deleterious effect on the surface coating of the leather. This effect is not covered under our warranty. Regular maintainance of the leather will significantly reduce the chance of this effect.

To significantly decrease the wear of your leather we highly recommend you follow the Zedere Leather Maintainance Schedule.

### Fabric

All fabric covers are guaranteed against wear through ( not caused by pearcing )

Fading due to direct or indirect sunlight is not covered.

# ZEDERE CLAIMS

All claims made under this warranty must be made by the original customer nominated on the invoice provided by the Zedere stockist from which the goods were purchased.

You must ;

**1**

Attach a copy of the original invoice with the claim.

**2**

Give a detailed description of the fault in writing.

**3**

Give the details from underneath the seat of the chair; the PI number, the date of manufacture and the model name. A photo of this label will suffice.

**4**

Send detailed photos of the issue where possible.

The more detail the better and will help in having your claim expedited quickly and efficiently. By e-mailing all of this information to your ZEDERE stockist will help in passing the information to ZEDERE.

If the product needs to be returned to the place of purchase or to ZEDERE then it will be the responsibility of the purchaser to facilitate same and cover all costs in doing so.

Zedere will assess each claim on its merits to determine if it falls within the Zedere Warranty criteria. If the claim fits within the criteria then Zedere will repair or replace whatever parts necessary at its sole discretion.

This warranty is given solely by ZEDERE and is governed and shall be construed to be in accordance with and or in addition to warranty required by Consumer Law within the country in which this product is sold.

# MAINTAINANCE & GENERAL CARE

## Normal Cleaning

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### Fabric

Vacuum weekly using a soft brush attachment.

Any liquid spills should be mopped up as soon as possible with a soft clean cloth. Spot Remover maybe used but always test it in an unobtrusive position first to make sure that it does not affect the fabric. If the stain persists have it professionally cleaned.

### Timber

Dust and wipe with a slightly damp cloth weekly.

Every 6 months polish the timber with a Timber Furniture polish.

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### Leather

Dust weekly, and wipe over with a damp soft cloth

Clean, Nourish and Protect your leather with ZEDERE Leather Maintenance Kit using regularly following the instructions contained in the kit. This is an essential part of maintaining leather in as close to its "as new condition"

Any liquid spills should be mopped as soon as possible with a soft clean cloth. DO NOT RUB HARD. Clean with ZEDERE Leather Cleaner followed by Nourisher and Protector. DO NOT use any other cleaners as they have not been tested on our leathers. Some are very harsh and can damage the surface coating of the leather. The use of 'other products' on Zedere leather may void the leather part of the warranty.

### Reclining Mechanism

Piston underneath seat. The shiny part is the piston. This should be lightly smeared with a very thin layer of grease every 6 months or if the reclining mechanism action becomes stiff even after loosening the adjusting handle. DO NOT unscrew the Phillips head locating screw beside the handle.

No other part of the chair should require any regular maintenance. However every 6 months or if any part of the chair feels loose check and tighten all visible screws even ones underneath the chair and footstool.

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### Swivel Mechanism

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All of our swivel mechanisms are sealed for life and should not need additional lubrication.

# ABOUT ZEDERE LEATHERS

We at Zedere produce our own leathers. We only use the best hides available and use the most environmentally safe tanning chemicals and the highest quality protective coatings.

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## Classic Range

This is all full top grain leather with a slight correction to give a more even appearance. Scars are still sometimes apparent but are not a fault in the leather.

## Natural Range

This is a full top grain semianiline leather. It is the highest quality leather available. Due to the very high quality of our tanning and coating process it naturally breathes (unlike most leathers on the market). All Natural leathers are single tone. As there is no correction of these hides a variation in grain from very smooth to coarse is normal and indicates that the leather has not been corrected.

Scars may be apparent but are part of the natural hide.

The same variations apply as per the Royal Range.

## Royal Range

This is also a full top grain semi aniline leather like the Natural range but are all 2 tone. These will vary in shading within a hide and from one hide to another. Thus there may be a noticeable variation in colour tone from one piece of leather to another on any one chair.

All leathers stretch slightly due to pressure being applied to them. This stretching will come back in time but with continual use will appear permanent. This is not a fault in the leather but is part of its natural characteristics.

The same variations apply as per the Natural Range.

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# ABOUT ZEDERE TIMBERS

All Timbers used in our products come from fully sustainable plantation forests. As an environmentally conscious company Zedere primarily uses laminated Rubberwood in its timber components. The rubberwood is only harvested once the rubber tree is at the end of its productive life in producing the valuable 'Natural Rubber'. It is then 'Harvested' and a new rubber tree is planted absorbing carbon dioxide as it grows. Harvesting rubberwood does not release the carbon dioxide. It remains tied up in your beautiful piece of Zedere furniture that will 'last a lifetime'.

# THANK YOU

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For purchasing one of Zedere's handcrafted pieces of environmentally sustainable furniture. Our philosophy is 'the longer it lasts the less impact it has on the environment'. ZEDERE products last a lifetime.

Our grandfather started the company in 1956. We are still going strong following our goal to a better world. Help us make it better by choosing Zedere.

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