

designed by you

Upholstery by Palm Springs Rattan



Handcrafted



Full Exposure





SAFETY, CARE, MAINTENANCE & WARRANTY INFORMATION

2021



Thank you for allowing Leaders Furniture® and Designed by You™ to be a part of your home. We are known for distinctive styles that can be customized to be uniquely yours. Our number one company goal, “A happy customer the first time,” extends beyond the sale with lifetime free phone support throughout your ownership. We want you to get the best experience from your purchase.

We understand that you could have decided to work with another company. Our reputation is important to us. Please take a moment to post your honest opinion of our service & product and post it online. Bring a copy of the posting to any retail location to receive 50% off an accessory item. An accessory item is a lamp, wall hanging, rug, or item that can be set on a table. An accessory item does not include umbrellas, ottomans, occasional chairs, tables, or any other furnishings.

Store locations:	http://leadersfurniture.com/locations/
Website	leadersfurniture.com
Solutions Center	solutions.center@leadersfurniture.com
Distribution Center	leaders@leadersfurniture.com
Social Media	   

Thank you for the opportunity,

Tim Newton

President

designed by you

Upholstery by Palm Springs Rattan

Table of Contents

Introduction	4
The Difference.....	4
Frame	4
Springs.....	4
Cushions.....	4
Safety	5
Product Inspection	5
Cleaning and Care	6
Pilling.....	6
Cushion Cleaning.....	7
Service / Ordering Parts	8
Warranty	Error! Bookmark not defined.
File a Warranty Claim:.....	Error! Bookmark not defined.

Introduction

When it comes to our fully upholstered collections, Leaders has always set out to produce the highest quality product in a wide variety of customization options. With our Designed by You™ line, we can do just that. You control the shape, depth, firmness and fabric of your furniture. You can create thousands of combinations, perfect for your unique sense of style to fit your space. We use only the highest quality American craftsmanship and materials. Easy periodic care will help to maintain the beauty and longevity of your furniture for years to come. See page 6 for recommendations.

The Difference

Frame

We build frames from solid hardwood, reinforced with double boarding and bracing in critical areas. The frames are insulated and padded with a dense polyurethane foam, for long-lasting comfort.

Springs

All pieces have a tempered, heavy-gauge spring construction for durability with insulated spring clips to prevent squeaking. A heavy fiber pad insulation installed over the springs provides padding and weight distribution.

Cushions

Seat cushions are made with a durable foam core, wrapped with polyester fiber. Back cushions are filled with a polyester fiber in a compartmentalized inner casing to prevent shifting and sagging.

Safety

We, at Leaders, take safety very seriously. In our continuing effort to ensure that the experience with your new purchase is positive regarding comfort, quality and design, please note the following important safety information, in addition to any other safety information noted in this booklet.



Safety Warning! Use of furniture in need of care and maintenance or use of damaged furniture can result in injury. Minor repair issues, if unaddressed, can become major repair and service issues that can create potential safety issues. Contact the Leaders Furniture® Solutions Center for support at solutions.center@leadersfurniture.com.

Product Inspection

Periodically and carefully inspect all products for breakage and/or indications of wear. Inspections must include, but not be limited to, joint tightness, spring assemblies and the weld areas of the product's, arms and legs. If joints are loose or any cracks should appear on the product or at welds, the item must immediately be removed from service until repaired.



Inspections must include all bolts and screws. Should any loose or missing hardware be detected, the item must be removed from service immediately until the hardware can be properly tightened and/or replaced.

To obtain replacement parts, please see the SERVICE / ORDERING PARTS AND ACCESSORIES section of this brochure.

Product failure caused by a lack of reasonable and necessary care and maintenance is not covered by the product warranty.

Notice for Contract Installations: Periodically and carefully inspect all products for breakage and/or indications of wear. Such inspections must include all products of a like kind and model, not merely a random sampling within model categories or among like products.

Regular random inspections of a sampling within model categories and among like products must be undertaken in addition to the periodic inspections of all products.

- ✓ Recliners
- ✓ Swivel tilt motion chairs
- ✓ Rocking chairs

Contact the Leaders Furniture™ Solutions Center immediately if you notice concerns. solutions.center@leadersfurniture.com.

Cleaning and Care

Leaders Furniture™ takes pride in providing products that are easy to clean and own. Easy to clean does not mean that it will not get dirty in an indoor environment. Regular periodic care of your indoor furniture will help maintain its appearance and functionality better than occasional, heavy-duty maintenance. A little preventative maintenance goes a long way in keeping your new furnishings looking new, longer.

Pilling

Fabric pilling happens when loose fibers move to the fabric's surface, where they are subject to friction, which causes them to twist together into small balls or pills. These fibers will also become intertwined with the fibers that are woven into the fabric, so that the pill is secured to the surface of the material. The friction that causes pilling is from normal use and will be present during the course of people using the furniture and rubbing against the surface of the fabric. **It is important to note that pilling is NOT a fabric defect or fault and it is NOT covered under warranty.** It can be compared to shedding experienced when purchasing new carpet – think about the way the carpet behaves when newly installed, as there are constantly new loose fibers coming to the surface over a period of time and use. This is completely normal and will reduce once the excess fibers are gone.

Pilling is more likely to occur on a softer fabric with multiple fiber types and less likely to occur on a tightly woven fabric or ones made from tightly twisted yarns. As it is such a common occurrence, there are several very inexpensive but effective fabric pill removers on the market. They can be purchased online, Walmart, Target, or most craft stores for under \$20.



Cushion Cleaning

Supplies needed:

- Cleaning solvent
- White paper towels or clean white rag
- Hairdryer (optional but suggested)

For spot cleaning, use a mild, pure solvent (such as *Carbona®* or *Simple Green®*) and work in a well-ventilated room. Avoid any product containing carbon tetrachloride, as it is highly toxic. Always pre-test cleaning agents on a hidden area. Wait until the fabric dries to confirm that fabric is colorfast before proceeding. Solvents must be used appropriately or there may be a "clean spot" or a noticeable ring left on the fabric.

Before beginning, assemble the required supplies (listed above). Place cotton cloth/paper towels beneath the stain (if possible). Apply cleaning solvent to another towel or rag, do not apply solvent directly to cushion. Promptly daub onto the stain, do not rub as this may cause the fabric to show wear more quickly. Dry immediately with the hairdryer to reduce the chance of the dyes running or leaving a "clean spot" (suggested). This process may need to be repeated in order to remove stain completely.

DO NOT MACHINE WASH OR MACHINE DRY THE CUSHION CASINGS. YOU COULD DAMAGE THE SEAMS OF THE CASE.

NOTE: If, and only if, your cushion is made from 100% solution-dyed acrylic such as Sunbrella®, you may use 1-part bleach mixed with 1-part water and mild dish soap to clean your cushions. Check a small inconspicuous spot for colorfastness before cleaning the entire cushion. Be sure to rinse the cushion thoroughly to remove all the bleach solution.

Service / Ordering Parts

After a safety inspection or at any time during your ownership, please contact the Leaders Furniture™ Solutions Center to order replacement parts or to discuss any concerns you may have at: solutions.center@leadersfurniture.com.

Warranty

	Residential	Commercial
Frame	Limited Lifetime (unaltered & in its original fabric)	3 years*
Springs	3 years*	3 years*
General workmanship: Tailoring, Seams, Insulation & Padding	1 year*	1 year*
Comfy Sleeper Mattresses and Mechanisms	5 years*	5 years*
All other Sleeper Mattresses and Mechanisms	1 year*	1 year*
All other Mattresses and Sleeper Mechanisms	1 year*	1 year*
Other Motion Mechanisms	1 year*	1 year*
Cushion Foam	3 years*	3 years*
Fabric/Construction*	1 year*	1 year*

*From date of delivery is defined as the delivery when the product was first delivered to the purchaser. It does not include any subsequent delivery for any additional item(s) or item(s) replaced under warranty. Some fabric mills warranty their fabric for five years. If your cushions are made by fabric from one of these mills and the mill finds the fabric to be defective, the mill will supply us with fabric to make you new covers for your cushions. If you would like complete new cushions made, you may choose to pay for new foam cores while the covers are being remade.

File a Warranty Claim:

We are here to help you after the sale. To help us process your claim as fast as possible please complete the following steps.

Step 1: Take a picture of each item with a concern in a format that you will be able to attach to an email.

1. Take a picture of the entire item with a concern
2. Take a picture of a close up of the concern
3. Repeat for every item with a concern



Step 2: Send a text to (727) 346-8528 or email to solutions.center@leadersfurniture.com and include the following

- ✓ Your name
- ✓ Phone number
- ✓ How many items you have a concern with
- ✓ A description of each concern
- ✓ A picture of each item and a close up of each concern

Step 3: One of our Solutions Center Representatives will get back to you within 24 hours. If you do not hear back for some reason within 24 hours please contact us toll-free at (877) 538-5783