

# designed by you

Upholstery by Palm Springs Rattan



Handcrafted



Full Exposure

**SAFETY, CARE, MAINTENANCE & WARRANTY INFORMATION**

**2018 - 2019**



# LEADERS HOLDING CO.<sup>TM</sup>

Est. 1971



Thank you for allowing Leader's Casual Furniture® and Garden Classics® 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. Throughout your ownership, always feel free to let us know how we can assist you in maintaining or improving the quality of your experience.

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

Please read this booklet carefully and in its entirety. Contact us if you have additional questions.

Store locations: <http://leadersfurniture.com/locations/>  
Website: [leadersfurniture.com](http://leadersfurniture.com)  
Solutions Center: [solutions.center@leadersfurniture.com](mailto:solutions.center@leadersfurniture.com)  
Distribution Center: [leaders@leadersfurniture.com](mailto:leaders@leadersfurniture.com)

Thank you for the opportunity,

Tim Newton

President

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## Table of Contents

Introduction .....	4
The Difference.....	4
Frame .....	4
Springs.....	4
Cushions.....	4
Safety .....	5
Product Inspection .....	5
Cleaning and Care .....	5
Pilling.....	6
Cushion Cleaning.....	6
Service / Ordering Parts .....	7
Warranty .....	7
File a Warranty Claim:.....	8

## **Introduction**

When it comes to our fully upholstered collections, Leader's has always set out to produce the highest quality product, but also provide a wide variety of customization to our customers. With our "Designed By You" line, we can do just that. By controlling the shape, depth, firmness and fabric of your furniture you can create thousands of combinations, perfect for your unique sense of style and in home space. However, even though we use only the highest quality American craftsmanship and materials, providing periodic care will help to maintain the beauty and longevity of your furniture for years to come.

## **The Difference**

### **Frame**

All frames are made of solid hardwood, reinforced with double boarding and bracing in critical areas and are assembled. 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 with insulated spring clips, for metal noise reduction. This gives the comfort coil spring seating, with the durability of sinuous springs. Heavy fiber pad insulation installed over the springs provides padding and weight distribution.

### **Cushions**

Seat cushions are made with a 1.8lb foam core, wrapped with a polyester fiber. The inside of the back cushions are insulated and padded for extra comfort. They are filled with a polyester fiber wrapped 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 with regard to 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 Leader's Casual Furniture® Solutions Center for support at [solutions.center@leadersfurniture.com](mailto: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 Leader's Casual Furniture® Solutions Center immediately if you notice concerns. [solutions.center@leadersfurniture.com](mailto:solutions.center@leadersfurniture.com).

## Cleaning and Care

Leader's Casual 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. A little preventative maintenance goes a long way in to keeping your new furnishings looking new, longer.

Regular periodic care of your indoor furniture will help maintain its appearance and functionality better than occasional, heavy duty maintenance. Consider the specific conditions and usage to which your product is exposed, so appropriate maintenance can be planned.

## Pilling

Fabric pilling is caused when loose fibers move to the surface of the fabric, 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 a number of 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 prior proceeding. Solvents must be properly used or there may be a "clean spot" or a noticeable ring left on the fabric.

Before beginning, assemble 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.**

**\*\*\*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 color fastness before cleaning the entire cushion. Be sure to rinse the cushion thoroughly to remove all of the bleach solution.\*\*\***

## Service / Ordering Parts

After a safety inspection or at any time during your ownership, please contact the Leader's Casual Furniture® Solutions Center to order replacement parts or to discuss any concerns you may have at: [solutions.center@leadersfurniture.com](mailto:solutions.center@leadersfurniture.com).

## Warranty

### Residential

<b>Frame</b>	Limited Lifetime (must be unaltered)
<b>Springs</b>	3 years from date of delivery
<b>Comfy Sleeper Mechanism and Comfy Sleeper Mattress</b>	5 years from date of delivery
<b>All Other Mattresses and Sleeper Mechanisms</b>	1 year from date of delivery
<b>Other Motion Mechanisms</b>	1 year limited from date of delivery
<b>Cushion Foam</b>	3 years from date of delivery
<b>Fabric/Construction*</b>	1 year from date of delivery

\*Some fabric mills warranty their fabric for 5 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 the 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. Dye lot variation results in color differences from bolt to bolt and may not match your fabric swatch or previous shipments.

**No Commercial Warranties Apply**

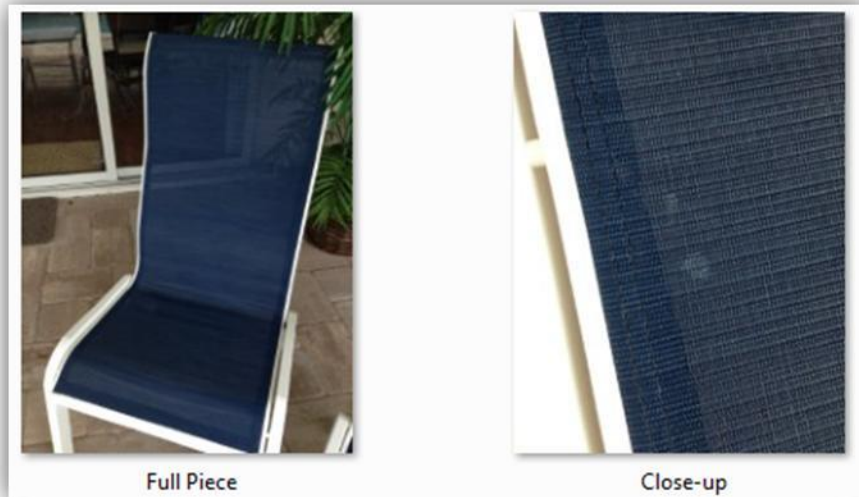


**File a Warranty Claim:**

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



**Step 2:** Send an email to [solutions.center@leadersfurniture.com](mailto:solutions.center@leadersfurniture.com) and include the following

- ✓ Your name
- ✓ Phone number
- ✓ The number of items with which you have a concern
- ✓ A description of each concern
- ✓ A picture of each item as well as a close up of each area of concern

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