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IMG Warranty

The following outlines the extended Warranty Policy for your new IMG product(s). Please take the time to thoroughly familiarize yourself with its contents. Please also note that all warranty periods stated (in year) below begin from the original date of purchase. To receive service on your IMG product, please contact the IMG approved retailer from where you purchased it from. Proof of purchase will be required to use utilize this manufacture warranty.

Frame - 10 year(s) warranty

Steel structural frame elements are warranted against breakage for a period of ten (10) years. Wood sofa frames and steel insert frames are also warranted against breakage for a period of ten (10) years.

It does not cover damage to the frame, or any faults or damage caused by the use of the product other than in accordance with the manufacturer's recommendations, as well as any faults or damage arising from any repairs made by any persons not authorized by the manufacturer.

Moulded foam - 10 year(s) warranty

Moulded cushions are warranted against collapsing for a period of ten (10) years.

Loss of foam resiliency should not be confused with softening of foam or stretched cover, which are results from normal use. Owners of upholstered furniture should also expect foam and fibre fillings to compact over time.

Mechanism – 5 year(s) warranty

Recliner mechanisms including steel springs are warranted against breakage for a period of five (5) years.

Please note that this does not cover any type of minor sound or noise in the mechanism or unevenness in swivel mechanisms. This is normal and the result of general use.

It does not cover damage to the mechanism, or any faults or damage caused by the use of the product other than in accordance with the manufacturer's recommendations, as well as any faults or damage arising from any repairs made by any persons not authorized by the manufacturer.

Laminated wood – 5 year(s) warranty

Laminated Scandinavian recliner parts (for Nordic and Classic chairs) are warranted against breakage for a period of five (5) years.

Please note that this does not cover any form for minor sound or noise in the laminated wood or unevenness caused by temperature or moisture. This is normal for all living materials.

It does not cover damage to the woodwork, or any faults or damage caused by the use of the product other than in accordance with the manufacturer's recommendations, as well as any faults or damage arising from any repairs made by any persons not authorized by the manufacturer.

Power – 2 year(s) warranty

Warranty period for defects of new motors and related parts are two (2) years.

Excluded from the warranty are non-material defects or deviations in the properties and condition of the product, which are negligible for the value and intended use of the equipment. Replacement of spent batteries / rechargeable batteries is also not covered by this warranty.

It does not cover damage caused by the use of the product other than in accordance with the manufacturer's recommendations, as well as any faults or damage arising from any repairs made by any persons not authorized by the manufacturer.

Leather and Fabric – 2 year(s) warranty

IMG leather products are warranted against tearing and cracking for a period of two (2) years. IMG fabric products are warranted for a period of two (2) years against seam slippage, fraying.

This fabric warranty does not cover tears, flattening of nap, pilling, fading, or shrinking and is not valid when heavy soiling or abuse is evident.

The warranty does not cover normal fading, damage due to improper use of chemical treatments that are not endorsed by IMG, damage from lack of required caution or regular care and maintenance.

The guarantee does not apply where the product has been exposed to excessive temperature change or exposed directly to air conditioning/radiators.

guarantee does not apply to damage caused by dye-transfer from non-colourfast materials, including fabrics, plastics and clothing.

The warranty does not include claims for veins, wrinkling, natural markings from healed scars or variations in grain or colour. These natural features are proof that only genuine leather has been used. The warranty does not include stretching of leather or fabric. This is normal Warranty Policy and results from normal use.

Exposure of leather and fabric to sunlight or extreme light sources will cause fading and damage and is not covered by the warranty.

It does not cover damage to the leather and/or, or any faults or damage caused by the use of the product other than in accordance with the manufacturer's recommendations, as well as any faults or damage arising from any repairs made by any persons not authorized by the manufacturer.

Workmanship & other materials and components – 2 year(s) warranty

All other materials, parts, components, and other furniture products not specifically included in the above warranties and workmanship are warranted against defects for two (2) years.

Note: Warranty is based on normal household use and extends only to the original purchaser. The warranty does therefore not apply if the furniture is used in commercial, contractual, lease-related, institutional or non-home conditions.

All our furniture is designed to suit a maximum user weight of 120kgs and any weight in excess will invalid this warranty.



Menu

In no way do the warranty restrict, negate, modify or limit any rights of the consumer under the laws where the purchase has been done.

Particular care should be taken if you are taking certain medications (including, but not limited to; chemotherapy, blood pressure and heart medications). Some properties of these medications can be transferred through perspiration onto the surface of the furniture and cause Stains or Damage. If you use these kinds of medications, we recommend that you increase the frequency of cleaning and protecting your leather furniture. Pay particular attention to arms and head rests, and those areas that experience the greatest body contact. IMG assumes no warranty obligations for defects arising from normal wear, accidents, acts of God, negligence, misuse, abuse, shipping/hand-ling or alteration of the products. The warranty is void if the customer fails to perform routine maintenance as recommended, modifies the product or if the product is not installed and/or assembled and/or not used in accordance with IMG's assembly instructions and care guidelines

This warranty only protects you when you purchase an IMG® product from one of its authorized retailers.

IMG warranty covers the cost and shipping of replacement parts. IMG is not responsible for any other costs incurred while repairing the product, including but not limited to service/repair charges.

In the fulfilment of the guarantees offered, IMG reserves the right to undertake the least costly option in resolving any guarantee matter. This includes rectifying issues/problems/faults by way of part/component repair/replacement, full or part refund.

Where a refund is offered and accepted the product becomes the property of Ekornes.

The full extent of any cost to IMG of fulfilling the guarantees offered is limited to a maximum of the original purchase price of the product in question.

All guarantees offered by IMG are limited to the country of purchase.

Please note that due to a change of company policy you no longer need to register your policy online, please ensure you simply retain your proof of purchase to make warranty claims.

Locate your IMG Store

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