

CARE INSTRUCTIONS

How to care for your Furniture

Surfaces need only to be wiped clean with a soft cotton cloth in the direction of the grain, not in a circular motion. To remove any sticky substances wipe the surface with a clean damp cloth, drying surface with a soft cloth again in the direction of the grain.

Do not use silicon-based sprays or detergents.

Follow fabric care instructions on underside of chairs for fabric cleaning.

Do not place your Pfitzner pieces on damp or wet surfaces or expose it to direct sunlight or any extreme heat such as combustion heaters.

Do not place pot plants or terra-cotta pots on any timber surface, water from the pots will damage the surface leaving a permanent mark.

Do not place hot dinner plates and cooking utensils on the table without good quality cork based place mats.

Always wipe spilt alcohol immediately from timber surfaces to avoid damage to polished finish.

Do not use nail polish remover or solvents near furniture. (It will permanently damage the surface.)

IMPORTANT

On receipt of your furniture you should immediately read the Guarantee, complete the registration card and customer survey, and post to Pfitzner Furniture in the reply paid envelope provided within 14 days of receipt.

The Pfitzner 10 Year Guarantee will apply provided that you follow the Pfitzner Care Instructions attached.



Pfitzner Furniture Manufacturers

Nercoba Pty Ltd ABN 91 436 577 894

Workshop, Head office & Showroom

3 Mt Barker Road, Littlehampton

South Australia 5250

Phone 08 8391 0492 Facsimile 08 8398 2172

Email info@pfitzner.com.au

Norwood Showroom

28 The Parade, Norwood, South Australia 5067

Phone 08 8363 5144 Facsimile 08 8363 5199

Good Design Lasts Forever Pty Ltd

ABN 89 146 384 170

Cremorne Showroom

261-263 Military Road, Cremorne NSW 2090

Phone 02 9904 5422 Facsimile 02 9904 5433

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PFITZNER
furniture

**GOOD
DESIGN
LASTS
FOREVER**

**10 YEAR GUARANTEE
CARE INSTRUCTIONS**

Dear Customer

Thank you for purchasing Pfitzner Furniture, a product of Australia. Please follow the care instructions provided and you will receive many years of enjoyment from this product.

Pfitzner is a family owned company situated in the Adelaide Hills town of Littlehampton. Our professional tradesmen specialise in beautifully crafted solid timber dining furniture. Founded in 1972 by John Pfitzner, the company has grown to include several locally trained professional craftsmen.

Our furniture is crafted to strict quality control standards and is individually checked through all stages of manufacture, so you can be assured of the perfection and quality that is the Pfitzner difference. We hope you gain as much enjoyment from your new furniture as we have in designing and making it.

Yours sincerely,

The Pfitzner Family

10 YEAR GUARANTEE

To the registered purchaser

- 1 The benefits conferred by this Guarantee are not to be taken to exclude or impede upon any other rights and remedies in respect of the Furniture and services which the purchaser has under the Trade Practices Act or any applicable State or Territory Laws.
- 2 In this Guarantee, a reference to “Reportable Structural Defects” means defects other than:
 - a. Those defects in respect of which the Purchaser would not have a remedy under the Trade Practices Act;
 - b. Defects in or resulting from use of cover (fabric) in respect of the furniture in circumstances where such cover was specifically requested by the Purchaser; or
 - c. Defects which, in the opinion of Pfitzner Furniture Manufacturers or its nominated service representative, are caused by fair wear and tear or by wilful act, abuse, misuse, negligence, inadequate or improper care, or any alteration or repair carried out other than by Pfitzner Furniture Manufacturers or a service representative nominated by Pfitzner Furniture Manufacturers for the specific alteration or repair.
- 3 In this Guarantee, a reference to “Furniture” means each item of Pfitzner Furniture branded and sold by Pfitzner Furniture Manufacturers or its specified outlets.
- 4 Pfitzner Furniture Manufacturers guarantees that if there is any Reportable Structural Defect occurring within a period of 10 years following receipt by the purchaser of the Furniture, Pfitzner Furniture Manufacturers will take the appropriate steps to rectify such Reportable Defect during normal business hours.
- 5 In order to assist Pfitzner Furniture Manufacturers with processing claims under this Guarantee, the purchaser should:
 - a. Complete all sections of the Guarantee Registration Card in accordance with the instructions and return the Registration Card to Pfitzner Furniture Manufacturers within a period of 14 days from the date that the Furniture is received by the Purchaser. The Purchaser should take care to insert in the place provided on the Registration Card, the production code which is located on the invoice or cart note. Please note that if more than one item of furniture has been purchased, the production code of each item should be inserted on the Registration Card. It should then be forwarded to Pfitzner Furniture Manufacturers using the

reply paid envelope.

b. Advise Pfitzner Furniture immediately an alleged Reportable Defect becomes apparent.
Telephone (08) 8391 0492.

- 6 If appropriate, Pfitzner Furniture Manufacturers will arrange for the Furniture in respect of which a claim has been made to be inspected and will determine whether the furniture can be repaired on site or whether delivery to Pfitzner Furniture Manufacturers or to its nominated service representative is necessary.
- 7 If in accordance with clause 6, Pfitzner Furniture Manufacturers determines that the furniture is to be delivered to Pfitzner Furniture or to its nominated service representative, the Purchaser must securely attach an identification label to the product packaging and visibly on each item of furniture giving in capital letters the Purchaser’s name, current address, telephone number and the production code of the allegedly defective Furniture. Do not use adhesive tape directly on the timber surface. The purchaser will be responsible for any transport costs.
- 8 This Guarantee shall only apply whilst the Furniture is cleaned, cared for and maintained in accordance with the care and maintenance instructions provided by Pfitzner Furniture Manufacturers. You should read these care and maintenance instructions, ensure you understand them and keep them safely in your records for reference at all times.
- 9 No employee or agent of Pfitzner Furniture Manufacturers shall have the authority to add to or alter any of the provisions of this Guarantee.
- 10 Unless otherwise agreed in writing by a director of Pfitzner Furniture Manufacturers, this Guarantee applies only to furniture for domestic use and does not apply to Furniture for or in non-domestic commercial use.
- 11 The following situations and services are not covered by this Guarantee and service supplied upon request shall incur charges at such reasonable rates as Pfitzner Furniture Manufacturers may determine from time to time:
 - a. Any service supplied or calls made outside normal business hours at the request of the Purchaser; and
 - b. Any calls to attend any alleged defects which are not substantiated or which are established not to be the responsibility of Pfitzner Furniture Manufacturers under the provisions of this Guarantee.
- 12 This Guarantee is personal to the purchaser who may not assign or transfer any benefit conferred by this Guarantee.