

IQ Bed[®]
Germany

a registered trademark of MERCATUS

WARRANTY CERTIFICATE

2 YEARS WARRANTY

(CONDITIONS APPLY)

www.IQ-BED.com

WARRANTY CERTIFICATE

2 YEARS WARRANTY

Date of purchase: _____

Salesperson name: _____

Dealer stamp: _____



Jörn Timmermann

Hagen Rickers

IQ Bed[®]
Germany
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**GERMAN TECHNOLOGY
GERMAN KNOW HOW
GERMAN QUALITY
GERMAN DESIGN**

Congratulations! You have chosen a product that has been produced according to strictest German quality standards. We are wishing you many years of happiness with our product. In the following pages please find informations about our **WORLDWIDE WARRANTY**.

Best regards from Hamburg / Germany!



IQ Bed[®]
Germany



BOCA with bluetooth sound system incl subwoofer & USP port

IQ Bed[®]
Germany



MANHATTAN

IQ Bed[®]
Germany

CAROL

IQ Bed[®]
Germany

BUTTON



Maintenance of faux leather / Leatherette (PU / PVC) / artificial leather

Leatherette (PU) requires a minimum of care due to its robust nature. With little effort, the material remains durable for many years. The top layer of the artificial leather/faux leather contains plasticizer. High wear or sunlight influence the PU / PVC and harden it. Our advice: Clean your leatherette furniture with a vacuum cleaner's nozzle thereby lifting dust and loose dirt. Superficial dirt such as crumbs : Apply regular leather / leather faux conditioner and wipe off afterwards with a damp sponge and a soft microfiber cloth.

We suggest that you purchase special balm for leather and faux leather from your furniture dealer.

The balm keeps the material soft. Depending on wear, clean the furniture every month with a microfiber cloth and the special faux leather balm. This will prevent premature hairline cracks on the surface. Avoid exposure to direct sunlight, as this can cause slight fading. To be on the safe side, use leather faux balm with an integrated SPF factor (Sun protection factor). Applying the leather faux protection balm can prevent fading somewhat. Always remember, it is even better to cover your furniture with a cloth or blanket when not in use.

Maintenance of faux leather / Leatherette (PU / PVC) / artificial leather

Perspiration stains also deprives the plasticizer of a soft surface. To avoid drying out wipe area with a soft, damp cloth . In the event that small cracks are appearing, use repair leather products such as liquid leather. This is a kind of putty with which you fill scratches, cracks. After drying, adjust the colour with PU / PVC colouring liquid. If in doubt, please consult your dealer.

By following these simple instructions you get many years of usage of leather/faux:

- > Keep leather faux soft with balm.
- > Use faux leather balm with sun protection factor.
- > Cover your furniture with a cloth or blanket when the furniture is not in use.
- > Wipe off perspiration on a regular basis with a damp cloth.
- > Mend scratches and cracks with liquid leather.
- > Avoid the use of aggressive detergents. They dry out the leather faux material.
- > And damage the embossed surface.
- > Test the appropriate cleaning methods for safety first – preferably in an inconspicuous area.

Maintenance of faux leather / Leatherette (PU / PVC) / artificial leather

Superficial, stubborn stains, for example, chocolate:

Wipe with a damp cloth a small amount of dishwashing liquid.

Sticky stains, for example, spilled drinks:

Dip with baby oil and wipe with soft cloth

Discoloration by jeans pants:

Clean with mild detergent solution, soak and rinse surface with a damp cloth

Ink stains, for example, pen: Rub stain with alcohol and wipe after drying with a moist cloth

WARRANTY INFORMATION

UPHOLSTERED FURNITURE

Leather, PU, PVC, Microfiber and Fabric

CASEGOODS

And Occasional Furniture

LIMITED WARRANTIES

Limited Warranties are non-transferable. The following Limited Warranties are given to the original retail purchaser of the following IQ-BED / IQ-SOFA / MCT-HOME / MERCATUS Products:

Frames Used In Upholstered and Leather Products

1 Year Limited Warranty

A Limited Warranty applies to all frames used in beds, sofas, couches, love seats, upholstered chairs, ottomans, sectionals, and sleepers. MERCATUS warrants these components to you, the original retail purchaser, to be free from material manufacturing defects. Lifetime means the normal useful life of the product. MERCATUS will provide free of charge replacement parts only, and the original retail purchaser will be responsible for labor, packing, and all shipping and transportation costs.

Springs

1 Year Limited Warranty

The metal spring systems are sinuous, wire seat springs, and, where applicable, back springs, and are secured by heavy gauge tie wires clipped at all intersections. MERCATUS warrants these systems to you, the original retail purchaser, for one year from the date of purchase, against spring breakage caused by metal fatigue or spring clips pulling loose from the frame. MERCATUS will provide free of charge replacement parts only, and the original retail purchaser will be responsible for labor, packing, and all shipping and transportation costs.

Recliner Mechanism

1 Year Limited Warranty

MERCATUS warrants to you, the original retail purchaser, all mechanisms used in recliners for one year from the date of purchase, to be free from material manufacturing defects. MERCATUS will provide free of charge replacement parts only, and the original retail purchaser will be responsible for labor, packing, and all shipping and transportation costs.

Sleeper Mechanism

1 Year Limited Warranty

MERCATUS warrants to you, the original retail purchaser, all mechanisms used in sleepers for one year from the date of purchase, to be free from material manufacturing defects.

MERCATUS will provide free of charge replacement parts only, and the original retail purchaser will be responsible for labor, packing, and all shipping and transportation costs.

Cushioning

1 Year Limited Warranty

All seat cushion cores will soften with normal use and will conform to the shape of the user. This shall be considered normal wear, and shall not be considered a loss of resiliency or a material manufacturing defect. Within one year from the date of purchase, MERCATUS will replace, for the original retail purchaser only, a cushion core in an unattached (loose) seat cushion (an “Unattached Cushion”) that has material manufacturing

defects, provided that the original retail purchaser (i) follows the Claim Procedure set forth herein and (ii) returns the defective cushion core contained within an Unattached Cushion to MERCATUS, Attn: Director of Quality at Rahlstedter Bahnhofstr. 17, D-22143 Hamburg, Germany together with the product serial number and other information required

under the Claim Procedure set forth in these Limited Warranties. With respect to a cushion core in a seat cushion which is attached to the product (an “Attached Cushion”), MERCATUS, within one year from the date of purchase, will repair or replace, at its option, for the original retail purchaser only, a cushion core, in an Attached Cushion, which has material manufacturing defects, provided that the original retail purchaser follows the Claim Procedure set forth in these Limited Warranties. With respect to an Attached Cushion, MERCATUS will provide free of charge replacement parts only, and the original retail purchaser will be responsible for labor, packing, and all shipping and transportation costs.

Sleeper Mattress & Bed Mattresses

1 Year Limited Warranty

MERCATUS warrants the sleeper mattress to you, the original retail purchaser, for one year from the date of purchase, to be free from material manufacturing defects. This warranty begins on the date of purchase. MERCATUS will provide free of charge replacement parts only, and the original retail purchaser will be responsible for labor, packing, and all shipping and transportation costs.

Leather

1 Year Limited Warranty

MERCATUS warrants to you, the original retail purchaser, for a period of one year from the date of purchase, all leather to be free from defects in materials and workmanship, seam slippage, cracking, and dye transfers.

Leather is a natural product, and, as such, each hide will reflect its own individuality. Some variations of shade and tone are to be expected as are the nicks, scratches, and wrinkles that only occur in genuine leather; these characteristics are in no way to be considered a defect. MERCATUS will provide free of charge replacement parts only, and the original retail purchaser will be responsible for labor, packing, and all shipping and transportation costs.

Upholstered Fabric

1 Year Limited Warranty

MERCATUS warrants to you, the original retail purchaser, for a period of one year from the date of purchase, all upholstered fabrics against seam slippage, fraying, and dye transfers. This warranty does not cover tears, flattening of nap, pilling, fading, or shrinking and is not valid when heavy soiling or abuse is evident. This warranty also does not cover protective finishes, velvets, velvet types, and Orlon, since by their very nature, these fabrics are of soft texture and will crush, shade and mark more readily than most fabrics; these characteristics are in no way to be considered a defect. MERCATUS will provide free of charge replacement parts only, and the original retail purchaser will be responsible for labor, packing, and all shipping and transportation costs.

Finishes and all Other Furniture Products

1 Year Limited Warranty

All finishes and other parts, components, and other furniture products not specifically included in the above Limited Warranties, including but not limited to dining room tables, chairs, occasional tables, beds, dressers, marble tops, granite tops, desks, curio cabinets, china cabinets, buffets, entertainment centers, lamps, electrical components, recliner pull cords and handles incorporated into any furniture product, are warranted by

MERCATUS to you, the original retail purchaser, for one year from the date of purchase, to be free from material manufacturing defects. MERCATUS will provide free of charge replacement parts only, and the original retail purchaser will be responsible for labor, packing, and all shipping and transportation costs.

LIMITATIONS AND EXCEPTIONS

Remedy

Under these Limited Warranties, the sole liability of MERCATUS is limited to replacement of defective parts. The original retail purchaser will be responsible for labor, packing, and all shipping and transportation costs.

All Products

These Limited Warranties provide coverage to the original retail purchaser and do not apply to rented, business, commercial, institutional, or other non-residential uses. These Limited Warranties do not apply to (i) merchandise that was, at any time, used as a floor sample or display model, (ii) any merchandise purchased “as is” or second-hand, (iii) any merchandise purchased at a distress sale or a going-out-of business sale, or (iv) any merchandise purchased from a liquidator. All warranties, whether express or implied, cover only normal household usage. No warranty, express or implied, applies to any condition resulting from misuse, abuse, delivery or transportation damage, nor any condition resulting from incorrect or inadequate maintenance, cleaning or care. Warranty is null and void if furniture has been moved from original point of delivery to consumer.

Chemical Treatments

These Limited Warranties do not cover damages or defects caused by use of chemical treatments or protective coatings on the finish, leather, or upholstered fabric by the retailer or the original retail purchaser, and any such chemical treatments or protective coatings voids all warranties of MERCATUS.

Leather, Upholstered Fabric and Finishes

The Limited Warranties on “Leather”, “Upholstered Fabric” and “Finishes and all Other Furniture Products” do not cover (i) damages resulting from excessive soiling, improper or unapproved cleaning methods, (ii) fading or other damages resulting from exposure to sunlight, (iii) damages resulting from household humidity, or (iv) damages resulting from any liquid, including but not limited to alcohol and water. CAUTION: Any use of improper or unapproved cleaning methods voids all warranties of MERCATUS.

Modifications to Products

These Limited Warranties do not apply to any products that have been altered by any person, dealer, or company without the express written authorization of MERCATUS.

Implied Warranties

IMPLIED WARRANTIES, INCLUDING ANY OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE IMPOSED ON THE SALE OF THIS FURNITURE AND ITS PARTS UNDER STATE LAW, ARE LIMITED TO THE FOLLOWING DURATIONS:

SPRINGS	1 YEAR
RECLINER MECHANISMS	1 YEAR
SLEEPER MECHANISM	1 YEAR
SLEEPER MATTRESS	1 YEAR
LEATHER	1 YEAR
UPHOLSTERED FABRIC	1 YEAR
CUSHIONING	1 YEAR
FINISHES AND ALL OTHER FURNITURE PRODUCTS (INCLUDING PARTS AND COMPONENTS)	1 YEAR

DISCLAIMER

NO OTHER EXPRESS WARRANTY HAS BEEN MADE OR WILL BE MADE ON BEHALF OF MERCATUS WITH RESPECT TO THE FURNITURE AND ITS PARTS, OR THE OPERATION, REPAIR, OR REPLACEMENT OF THE FURNITURE AND ITS PARTS. FURTHERMORE, NO REPRESENTATIVE OF MERCATUS OR ITS DISTRIBUTORS OR RETAILERS IS AUTHORIZED TO MAKE ANY CHANGES OR MODIFICATIONS TO THESE LIMITED WARRANTIES.

SOME RETAILERS OFFER EXTENDED OR ADDITIONAL WARRANTIES, INCLUDING BUT NOT LIMITED TO EXTENDED OR ADDITIONAL FABRIC WARRANTIES, EITHER FROM THE RETAILER OR THROUGH A THIRD-PARTY. MERCATUS SHALL NOT BE LIABLE UNDER ANY EXTENDED OR ADDITIONAL WARRANTIES OFFERED BY ANY RETAILER OR THROUGH A THIRD-PARTY.

IN NO EVENT SHALL MERCATUS BE RESPONSIBLE FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES, SUCH AS LOSS OF USE, INCONVENIENCE, LOSS OR DAMAGE TO PERSONAL PROPERTY, WHETHER INDIRECT OR DIRECT, AND WHETHER ARISING IN CONTRACT OR TORT. IN NO EVENT SHALL MERCATUS RESPONSIBILITY EXCEEDS THE PURCHASE PRICE OF THE PRODUCT OR ITS REPLACEMENT.

REMEDY AND CLAIM PROCEDURE

Remedy

Under these Limited Warranties, MERCATUS's exclusive obligation during the applicable warranty period is to supply free of charge replacement of any part or parts found, upon examination by an authorized manufacturer's representative of MERCATUS, to contain a material manufacturing defect. For all of its products, other than an Unattached Cushion (as defined in the topical heading "Cushioning"), MERCATUS will provide free of charge replacement parts only, and the original retail purchaser will be responsible for labor, packing, and all shipping and transportation costs.

If within the warranty period, identical materials are unavailable at the time of replacement, MERCATUS reserves the right to substitute materials of equal or better quality. Replacement fabrics may vary in color from the original due to dye lot differences.

To obtain warranty services for cushioning in seat cushions, the purchaser must comply with the requirements set forth in this warranty under the topical heading of "**Cushioning**".

Any item repaired or replaced under these Limited Warranties will be covered by the Limited Warranties for the remainder of the original warranty period only.

Claim Procedure

If a problem should arise which you feel is covered by our Limited Warranties, contact the MERCATUS authorized retailer from whom you purchased your furniture. The original bill of sale and the product serial number are necessary for the fulfillment of the warranty. Please make sure any claim for warranty service is accompanied by the necessary information to satisfy the warranty requirements. If necessary, the retailer will contact MERCATUS to establish service. If the problem can be easily corrected, MERCATUS will authorize the retailer to make those repairs. MERCATUS reserves the right to require defective parts be returned upon request.

MERCATUS is not responsible for scheduling or the cost of transporting your furniture from your home to the retailer or from the retailer to your home. You must make those arrangements with the retailer. If you or the retailer have moved and you need service, contact MERCATUS in writing or call our Customer Service number.

CAUTION

Motion furniture (recliners, sleeper sofa, etc.) has many moving parts. Caution must be used in operation (opening, closing, etc.). Children should not be allowed to play on or operate motion furniture. Always leave recliners in an upright and closed position and keep hands and feet clear of mechanism. Only the occupant should operate it.

CUSTOMER SERVICE CENTRES:

U.S.A. / CANADA

E-Mail: info@mercatus.de

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50, Gloucester Road, HONG KONG

CUSTOMER SERVICE PHONE +852-8170-1294

MERCATUS Rickers & Timmermann GmbH

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IQ Bed[®]
Germany



MIAMI

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MONACO

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BLUES

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DALLAS

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