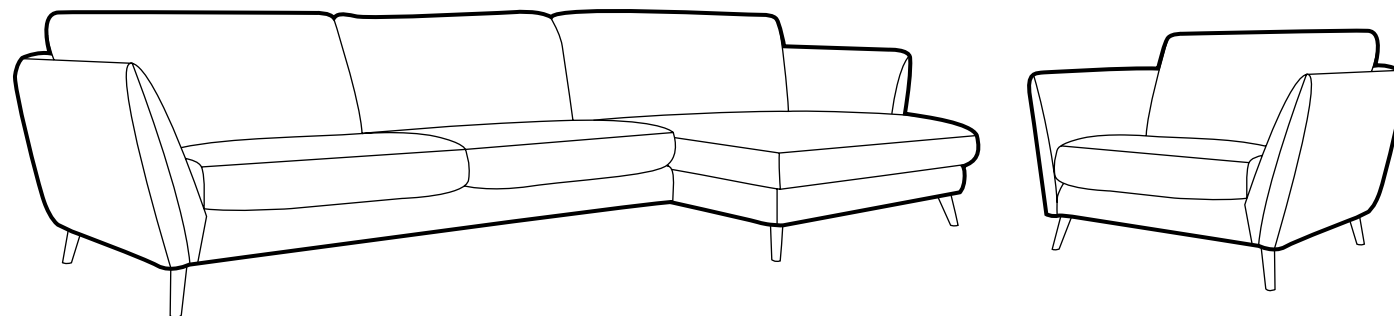


SITS

— *comfortable life*



HANDBOOK

furniture

04/2019



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1. INTRODUCTION

SITS furniture has a unique character which is not only described by quality of the components and raw materials used but also by handmade manufacturing. The designing and manufacturing process of our products is permanently monitored; furthermore, the furniture is subject to quality tests performed at accredited laboratories as per international standards. Our furniture is tested with a view to resistance, durability, safety, emission of volatile organic compounds (VOC) and flammability in accordance with European standards.

SITS furniture is tested by the following institutions:

- Fraunhofer WKI, Germany - TVOC tests
- Intertek (Leigh), Great Britain - flammability tests
- ITD Poznań, Poland - mechanical tests (upholstered furniture)
- TÜV Poznań, Poland - mechanical tests (tables)

When necessary, we also commission the following laboratories to carry out our tests:

- CATAS (Lissone), Italy
- TÜV Rheinland, Germany
- SP, Sweden

Wood and wood-based materials are purchased from proven sources. We are also proud to have an FSC® Certificate.

2. PURPOSE AND USE OF THE HANDBOOK

This practical guide is aimed to help our Customers enjoy their new furniture for many years. It is also intended to provide information about the characteristic features of upholstered furniture, related accessories, raise awareness on different types of fabric and leather used in upholstery and instruct users on how to maintain the furniture depending on the type of cover. It is also intended to provide extra information with respect to comfort, seat types and support pillows.

Additionally, the Handbook is to help in smooth and efficient resolution of any potential claims. It also contains a detailed description of different options for Customers' comments and the claim procedure stages all the way through dispatch.

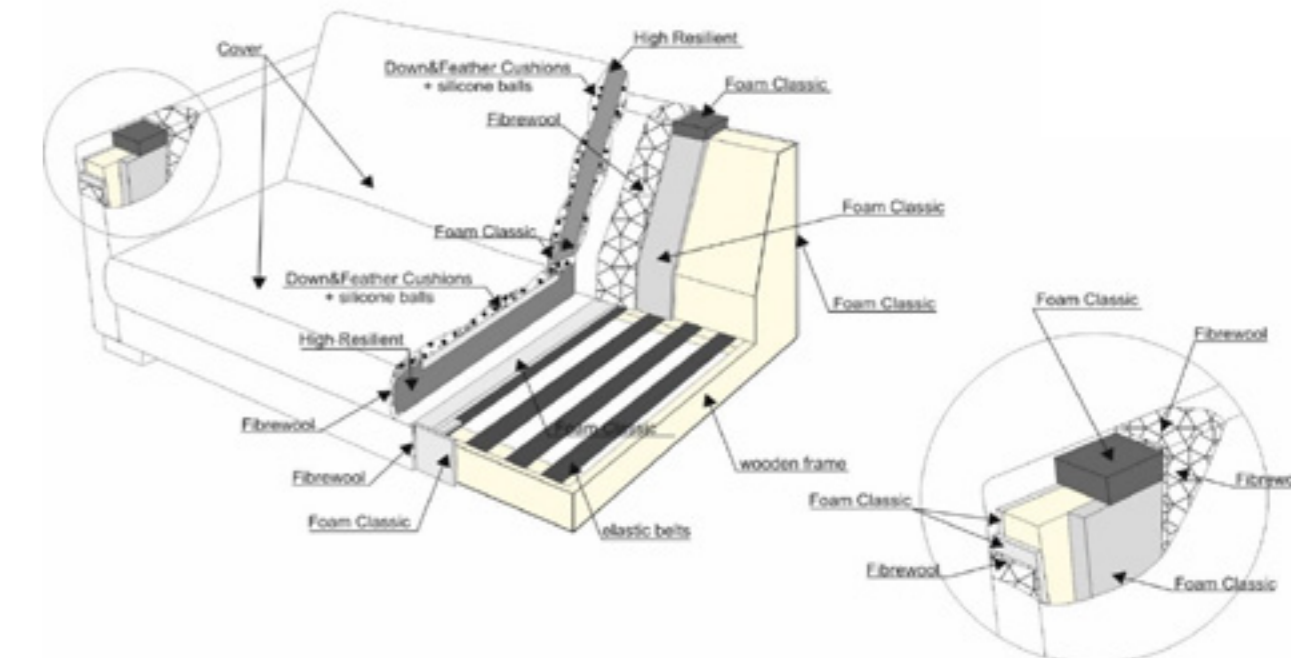
Should you have any queries or require further explanation, please contact us by telephone or visit our web site. In the CUSTOMER CARE tab, you will find more practical guidelines.

3. CHARACTERISTIC FEATURES OF OUR FURNITURE

The **upholstered furniture** offers a high level of comfort and elegance. It is commonly used in our everyday life serving well in living rooms, bedrooms, hotels and a variety of waiting rooms and offices. One could venture to say that nowadays life is not possible without upholstered furniture. Contemporary technologies combined with a wider and richer market offer possibilities of meeting wide range of needs with respect to style, comfort and upholstery patterns. Carefully selected furniture will add to the interior atmosphere offering any room a cosy and stylish look.

Coffee tables are characterised with an interesting design and elegance. They are a perfect element of living rooms, bedrooms, hotels as well as all sorts of waiting rooms and offices. Our collection includes wooden and mixed-material structure tables, i.e. a combination of metal and wood, concrete, coloured MDF board and glass.

3.1 STRUCTURE OF UPHOLSTERED FURNITURE



The main structure of each piece of furniture is its frame, which is usually made from solid wood while other, additional elements of the frame can be made from wood-based materials such as plywood, chip or fibre, MDF or OSB board. The frame structure may also contain metal, which becomes more and more popular.

Furniture base – type of base is of key importance as it is going to determine furniture's durability and also ultimate comfort of the furniture. We apply the following bases in our furniture:

- hard – solid wood, chip board, and plywood
- flexible – elastic belts, zig zag springs, and DYNAFLEX technical fabrics

Padding layer is extremely important because its thickness, type and material used will fully convert into the comfort and endurance of the furniture and increase end user's satisfaction. Our factory uses the following padding components: PU foam, visco elastic foam, bonnell springs, pocket springs, feather chambers (pillows), silicone balls and mats.

Fabric or leather cover – the cover fabric may be from natural, polyester or mixed fibres characterised with beautiful appearance and delicate in touch while preserving high physical endurance. Upholstery fabric is a combination of discreet beauty of classical style and modern technologies, which makes furniture more functional, resistant and easy to maintain. The cover material may also be high quality natural cow leather, or eco-leather.

3.2 FABRIC – TYPES / CHARACTERISTIC FEATURES AND UNNATURAL BEHAVIOUR

Velour – fabric from the group of plush, made from fleece yarn, very pleasant in touch, soft and fluffy, which constitute its main functional asset. This fabric is made using a traditional weave, usually in a single colour of unique depth, which makes all kinds of velour very durable. The velour production process often results in unequal shading, which unquestionably emphasizes the beauty of this fabric.

Chenille – a kind of high fleece, very soft fabric made from special chenille yarn with the weave enabling achievement of beautiful appearance characterised with fluffiness and uneven texture of the fabric which results in a peculiar play of light and shadow.

Jacquards - fabrics with woven patterns manufactured on a special machine that allows to control many threads separately, which means diversified multicoloured patterns on a large surface can be created.

Artificial suede – fabric made from ultra-microfibers, characterised with exceptionally beautiful and delicate structure making it very delicate and pleasant in touch. Short hair and smoothness gives the fabric a shine effect with colours which depend upon the position of the fibre. Due to characteristic and unrepeatable properties this fabric is considered an artificial equivalent of natural chamois or nubuck.

Linen – a kind of fabric with perfect biophysical properties, highly praised for its ecological and natural origin. Linen is characterised with smoothness, silky shine / lustre, durability and high comfort of use. Thanks to natural origin, linen is not allergenic and has bacteriostatic and antibacterial properties, which makes it safe for human organism. Linen fibres are also characterized with high humidity sorption.

Smooth fabrics - upholstery fabrics manufactured from simple fibres. with no hair, of rough natural texture creating smooth, uniform layer.

Eco-leather – is an artificially created texture which aim is to imitate natural leather. In contrast with fabric, artificial skin is aesthetic, functional and easy to clean.

FABRIC CHARACTERISTIC FEATURES

1. Weave thickening



FABRIC DISADVANTAGES

1. Fabric coming out



2. External yarn bonding



3.3 LEATHER – TYPES / CHARACTERISTIC FEATURES AND UNNATURAL BEHAVIOUR

Natural leather – the basic feature of natural leather is its unique character, i.e. each hide is different, which proves the natural origin of the raw material. Any customer deciding to purchase a piece of furniture covered in leather needs to be aware that this material has unique features including insect bites scratches on the surface, back lines, scars, veins, stretch marks, branding marks, differences in grain structure, or colour. All of the above are not defects and they may be regarded as a guarantee of authenticity of origin. Natural leather is characterised with considerable elasticity and high resistance to tearing and thanks to smooth structure, it makes keeping a particular piece of furniture clean a lot easier. One has to systematically maintain the leather and protect it against external factors such as: temperature changes, humidity and salt (present in human sweat). Therefore, it is recommended to clean and humidify the leather with agents protecting it against drying. The leather is also capable of adapting to the surrounding environment. Before reaching the temperature of the environment, upon first contact, it may seem cool - after a few minutes it may locally reach the temperature of our body. Leather, being a natural product, is also allergy sufferer-friendly. It absorbs moisture and gives some of it away which may cause the drying and cracking of fibres and thus reduce its durability.

To upholster our furniture, we use the following full-grain leather types:

- aniline leather** - not processed,
- corrected grain leather** – partially or fully processed,

Due to its character and features, leather is still regarded as a material of all time and its elegance emphasises and offers a unique character to any interior.



LEATHER FEATURES

1. Scars



3. Neck folds



6. Surface scratches which are not punctures



LEATHER DEFECTS

1. Stretch marks



4 Cuts



ACCEPTABLE COLOUR DIFFERENCES



4. Insect bites (little biterms)



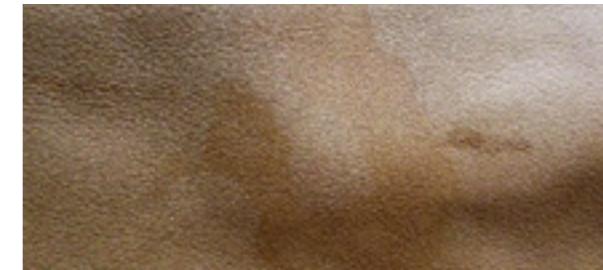
7. Insignificant differences in granularity



2. Large scar concentrations



5 Discolorations



ACCEPTABLE DIFFERENCE IN GRAIN SIZE



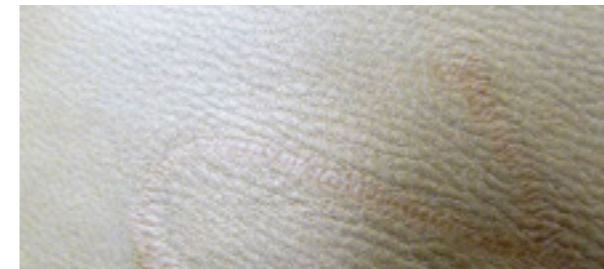
2. Whips



5. Minor insect bites



3 Branding marks



6. Holes



ACCEPTABLE SKIN FEATURES - ANILINE

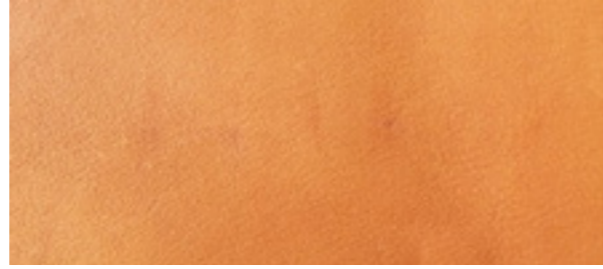
1. Insect bites



3. Cumulated scars – acceptable on non-exposed surfaces



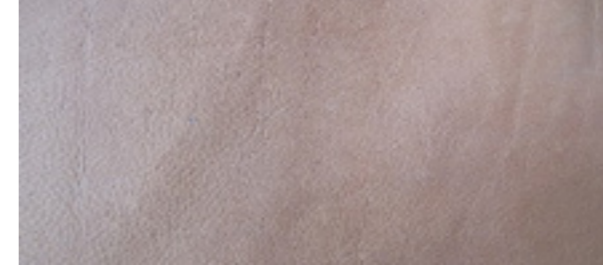
5. Discolorations - acceptable on all surfaces



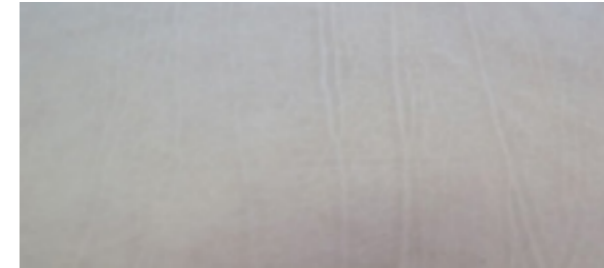
7. Cumulated scratches – acceptable on non-exposed surfaces



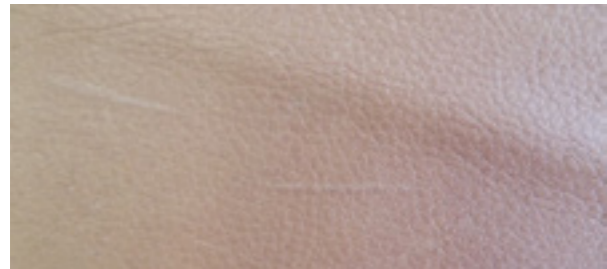
9. Neck folds - single acceptable on seat cushions and backrests, multiple acceptable on the body, panels and back



8. Back folds - acceptable on all surfaces, provided that they occur symmetrically on the elements of the furniture



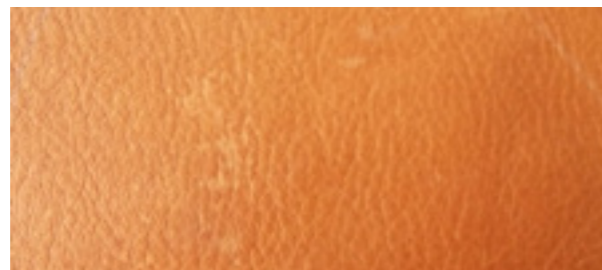
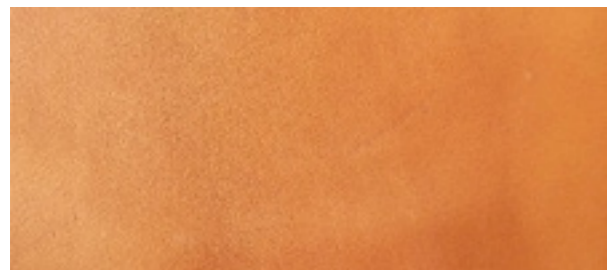
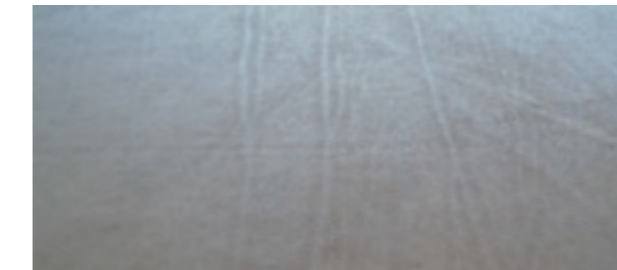
2. Single scars



4. Single salt stains - acceptable on all surfaces



6. Single scratches – acceptable on all surfaces

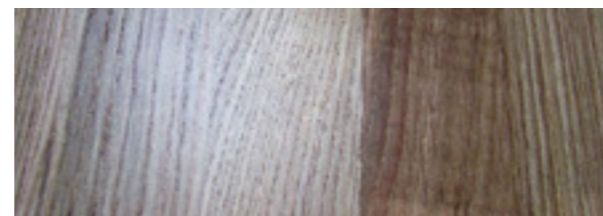


3.4 WOODEN ELEMENTS

Wood – is one of the oldest materials used by a man. For centuries it has been used as a structural, construction and building material, and thanks to its properties it has also been used for furniture production. Wood is not a homogeneous material as far as its structure is concerned – it has a big variety of defects which decreases its technical value including: knots, cracks, losses, discolorations, fibre twist, shape defects and blue stains. Despite many defects, wood has been gaining in popularity until the present moment due to its lightness and flexibility in any kind of processing while preserving high resistance qualities. Wood products, being the products made from natural material, require suitable protective layer safeguarding them against different types of factors including water, insects and fungi. Moisture has a particularly adverse effect on wood: it causes the wood to twist, crack and ultimately damage. In the manufacturing of our furniture we use the following wood types: pine, spruces, oak, beech, birch, ash and walnut

WOOD CHARACTERISTICS

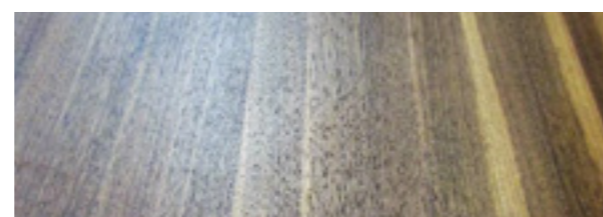
1. Shades



2. Gloss



3. Different grain



3.5 TYPES OF FURNITURE IN SITS COLLECTION

SITS collection of the upholstered and decorative furniture offers individual pieces of furniture as well as complete sets to underline any type of interior with interesting stylistic accents including:

- sofas,
- footstools,
- sofa beds,
- corner sofas,
- chairs,
- coffee tables,
- armchairs,
- beds,
- cushions and other accessories.

All mentioned products are meant for resting, sitting or sleeping, in other words, they are leisure furniture thanks to which the customer is able to satisfy his needs with respect to interior decoration. SITS makes products not only elegant but also functional. Customers are offered a selection of choices for their convenience and become co-authors in creating the interior and lifestyle harmony.

3.6 FURNITURE COMFORT

To meet expectations of different groups of customers, we offer several types of comforts in the following categories:

1. **Standard comfort** – this type of padding is made of polyurethane and/or high resilient polyurethane, durable and resistant to deformation foam. Its surface is covered in fibre wool which makes it even softer and at the same time underlines the character of the furniture,
2. **Lux comfort** – is made from feather and high resilient polyurethane foam, which form a core filling of the feather and silicon chambers. It provides exceptional comfort of the furniture and high durability. The feather-filled cushions require regular “modelling” to keep their shape.
3. **Premium comfort** – construction similar to lux comfort, but its’s chambers are 100% filled with silicone balls, which is recommended for allergy sufferers
4. **Rich comfort** – offers high comfort and long-term durability thanks usage of pocket springs.

4. A PRACTICAL GUIDE TO UPHOLSTERED FURNITURE AFTER PURCHASE

4.1 UNPACKING THE PURCHASED FURNITURE

Sharp tools should not be used to unpack the furniture as they may cause accidental damage.

4.2 LEG ASSEMBLY AND INSTALLATION OF THE FURNITURE SETS

Legs in majority of furniture should be attached by the customer. In the case of legs attached in a non-standard way and in sets, it is necessary to read the enclosed inside leg box user instruction.

Important:

Box with legs should be in the package marked as LEGS INSIDE. In sets, it is usually pack no. 1.

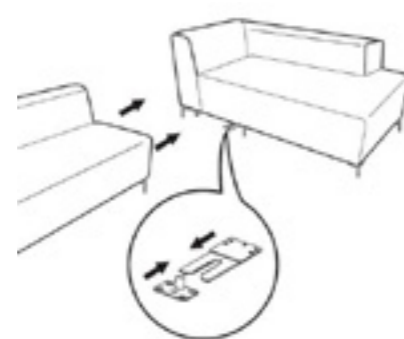


Important:

It has to be remembered that legs without plastic protector slips require felt protection provided in the leg box. Its use allows to avoid floor marks and scratches.

Putting together a set of furniture requires use of relevant accessories / connecting elements (fittings, plates, braces). Prior to fixing, individual elements should be placed side by side in the final location.

The way of connecting individual elements is described in detail in the assembly instruction. Presented below are examples of typical solutions



4.3 THE RULES FOR USE OF UPHOLSTERED FURNITURE

SITS upholstered furniture should be used in closed, dry rooms protected against adverse influence of weather conditions. It should be situated on even surfaces. The distance from heat sources (for example radiators, stoves, room heaters, fan heaters) should not be shorter than 30 cm. Hot objects or containers should not be placed or be in direct contact with the furniture surface. Bedding containers should not contain duvets and pillows exceeding their capacity. If the fittings become loose, the plates or bolts should be fastened/ screwed using suitable tools..

5. FURNITURE MAINTENANCE

5.1 GENERAL FURNITURE MAINTENANCE AND USE RULES

1. Furniture should be used according to its intended use. Sitting or standings on armrests and backrest edges is not recommended as it may result in furniture damage.

2. Upholstered furniture should not be sat on in only one place. Whenever possible, all seat surfaces should be used; also; where possible, the seats and backrest cushions should be regularly moved from one place to another to extend their durability

3. The leather is a flexible material, resistant to stretching or tearing. High temperature, dry air and exposure to sunlight have a negative effect on the durability of leather upholstery, therefore it should be protected against direct sunlight operation.

4. Loose cushions should be regularly moved and the filling should be redistributed to keep the cushion shape.

5. Feather-filled cushions should be frequently flipped over and the feather should be redistributed to restore their fluffiness. Feather leaking is a characteristic feature of such filling.

6. In furniture with replaceable or permanent covers, the seats may stretch or wrinkle. Manual straightening and smoothening of the seat surface may help improve their appearance. Smoothening should start from the central part and gradually move to the sides.

7. The upholstered furniture should not be exposed to direct sunlight, nor placed too close to heat sources. It may cause colour fading and dryness of the leather surfaces.

8. Light-coloured furniture is at risk of being discoloured by other textiles, mainly clothes (e.g. jeans).

9. Some of the clothes or bed covers may cause pilling or graining of the chenille fabric. This type of pilling is mainly caused by non-furniture fibres

5.2 MAINTENANCE OF FABRIC-COVERED FURNITURE

1. Dust and dirt cause quicker wear and even fading of the fabric colour; therefore, furniture should be regularly vacuumed using a soft brush specially designed for upholstered furniture.

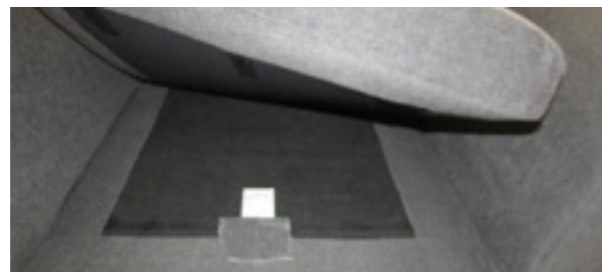
2. Chenille, or velour fabric, which has hair on its surface, should be regularly brushed with a soft brush. It will prevent hair compression on the fabric surface, especially in the most frequently used places.

3. Depending on the recommendations of the fabric manufacturer, the furniture with removable cover may be washed or dry cleaned. Symbols placed on the maintenance label, indicate cleaning procedures (washing, dry cleaning) and contain drying and ironing instruction. For majority of upholstery, fabric bleaching is prohibited.

4. A fabric maintenance label in removable covers is sewn to the seat and cushion covers:



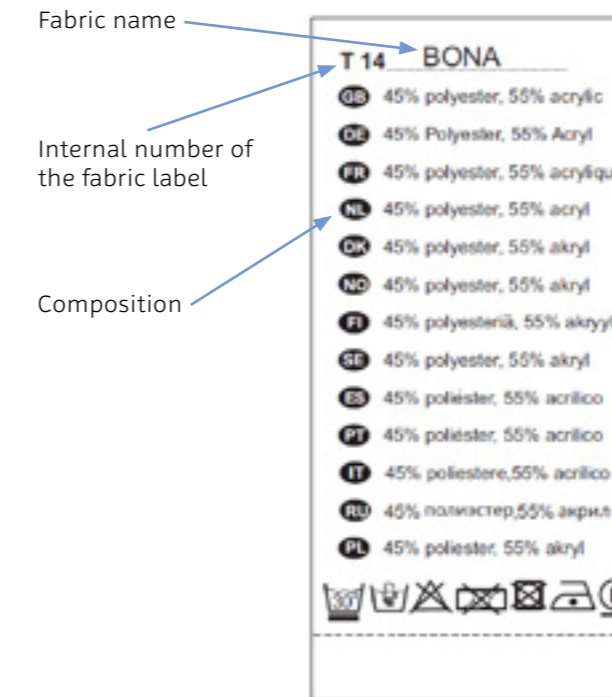
5. In upholstered furniture with loose seat cushion, the fabric label the fabric label is sewn into the seat bottom under the cushion:



6. In the upholstered furniture - a permanent fabric label is placed under the frame:



7. Presented below is an example of a maintenance label including a description:



Maintenance symbols:

- Machine washing max. washing temperature 30°C delicate washing or Manual washing
- Do not bleach
- Do not wring / twist
- Do not tumble dry
- Max. ironing temperature 110°C
- Professional dry cleaning delicate process

8. It is recommended to test the cleaning agent action in a least exposed place of the furniture.

9. If possible, the covers should be ironed on left side.

10. With upholstered furniture, it is recommended to use a professional cleaning service on a more permanent basis.

11. Wet stains should be dried as soon as possible with a dry cloth, to prevent stain penetration into a deep structure of the fabric. Then the stain should be delicately cleaned with a soft sponge dipped in a mix of warm water with an addition of a neutral washing agent. Avoid rubbing.

12. The fabric labelled as easy-to-clean is easy to remove stains by rubbing them with a soft cloth dipped in the neutral mix of water and soap.

5.3 MAINTENANCE OF LEATHER FURNITURE

Leather is a fairly resistant and relatively easy to clean material. One has to remember to protect it against adverse factors including, sweat, fat, or drying. Correctly maintained leather remains soft and looks attractive for many years.

A recommended maintenance manner depends on whether a piece of upholstered furniture is covered in a corrected, or aniline leather.

Corrected grain leather

Before using a piece of furniture covered in corrected leather, it is recommended to protect it with a special agent ensuring protection and maintenance.

Furniture upholstered in corrected leather should be regularly vacuumed with a soft brush. At least once in six months the surface of the leather should be cleaned using a special preparation or low-concentration mix of water with grey soap and then preserved with a special agent for leather maintenance.

Aniline leather

With aniline leather, which is the most natural type leather offered by us, we do not recommend to preserve and maintain it using leather maintenance agents. It should be regularly dusted and cleaned with a soft, slightly damp brush and water -soaked cloth.

Stain removal

Any wet stains should be removed with a cloth damped in distilled (or boiled) water by moving the cloth from stitch to stitch and not only directly on the stain. After cleaning, the surface should be dried.

Do not use water to remove fat stains. Such stains should be dried with clean, dry cloth or a professional leather cleaning agents should be used.

5.4 GENERAL RULES FOR COFFEE TABLE USE

1. Tables should be used according to their intended use; they should not be used as ladders or stools. The tables should be placed on a stable, levelled surface.

2. Tables should be stored and used in suitable conditions. One should not allow their overheating (drying), and they should be situated at a distance of at not less than 1.5 m from heat sources (for example heaters, fire places, stoves). Exceeding humidity, wetting or freezing should also be avoided.

3. Recommended air humidity in the room is 50 - 70% with an average temperature range of 19 - 23°C. Too dry or too humid air may result in deformation of solid wood elements of the furniture.

4. Wood discolours if exposed to sunlight. However, wooden furniture should not be exposed to directly sunlight as it may cause uneven discolouration and varnish coating may change.

5. Direct contact of the table with hot surfaces (e.g. jars, kitchenware, candles) should be avoided.

6. Table tops should be protected against moisture, particularly against alcohol, vinegar, natural and concentrated fruit juices and absolutely protected against chemical solvents.

7. If the table has to be moved, it should be lifted from both sides. It should not be pulled across the floor.

5.5 MAINTENANCE OF VARNISHED WOODEN AND MDF TABLES

1. Wooden elements of the furniture should be regularly dusted and polished with a soft cloth.

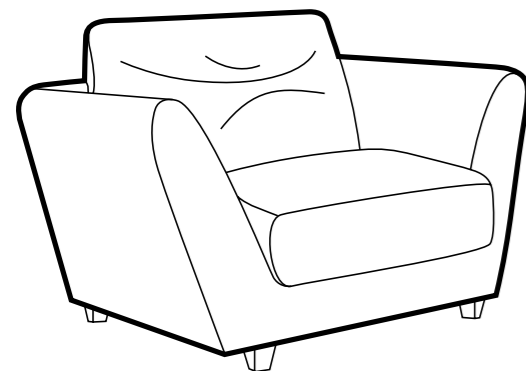
2. With larger stains, a soft cloth lightly damped with water or a delicate cleaning agent (e.g. soap, washing liquid) can be used, after which the table should be dried.

3. Rubbing the furniture surface should be avoided.

4. Sponges with scrubbing surfaces, rubbing materials, alcohol or ammonia and other chemical agents in spray should not be used due to a risk of damage of the cleaned furniture surfaces.

5. Liquids spills on furniture surfaces should be immediately dried with a dry cloth.

6. Maintenance agents should be applied in accordance with their intended use following manufacturer instructions.





5.6 CONCRETE TABLE TOPS MAINTENANCE

The surface of the concrete top is unique as it is a hand-made product. Its shade and texture may differ and have inhomogeneous surface.

Concrete does not require any special maintenance. Water or water and soap mix and soft cloth are recommended for cleaning.

Do not use sharp brushes or steel wool.

6. CLAIMS

Prior to dispatch, each order is subject to particular quality control including full photo documentation.



If, however, despite undertaken precautions, you have quality doubts, please forward them to us. Any information we receive from you is very valuable to us.

We uphold previous **WARRANTY** periods for our products after the end of which claims shall not be accepted.

We have also prepared a list of selected causes of claims for you (see the attachment). We hope that it will be helpful when considering claims of your customers.



6.1 CLAIM PROCEDURE

Channels available for submitting a claim are described below:

6.1.1 Claim form on web site: www.sits.eu/customer-care

Claim form can be filled out directly on the website or downloaded, filled out and emailed to us.

Please fill in, where possible, all the fields. It will enable us to handle the claim more efficiently and to find the best possible solution quicker.

To submit a claim please click on the “New claim” file (you do not need a special login or password). A claim form ready to be filled will appear on screen.

Shop			
Name and surname of contact person			
Telephone	+48 _____	Date	DD-MM-YYYY
E-mail	<i>your.email@domain.eu</i>	Claim no. (internal shop no.)	-----
Product data			
Order/invoice no.	-----	Period of furniture use	
Model		Q-ty	
Furniture type	<input type="checkbox"/> Sofa 4-pers. <input type="checkbox"/> Sofa 3-pers. <input type="checkbox"/> Sofa 2-pers. <input type="checkbox"/> Section 1-pers.	<input type="checkbox"/> Ottoman / Chaise lounge / Divan <input type="checkbox"/> Bed <input type="checkbox"/> Corner sofa	<input type="checkbox"/> Pouf chair <input type="checkbox"/> Armchair / Chair <input type="checkbox"/> Table <input type="checkbox"/> Accessories
Cover type	<input type="checkbox"/> Fabric	<input type="checkbox"/> Leather	<input type="checkbox"/> Other
Defect description			
Additional information (e.g. address for spare part delivery, expected handling manner)			
Attach pictures representing the defect	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3

Claim form is filled out by a person submitting a claim: agent/agent's office/shop owner/shop employee called later a contact person.

DATA OF CUSTOMER SUBMITTING THE CLAIM

Shop

Please provide the name and address of the shop.

Name and surname of contact person

Name and surname of person submitting form: agent/agent's office/shop owner/shop employee. If there are any queries, this will enable us to contact the best-informed person.

Contact telephone

Telephone number of contact person.

Date of submission

Date when you are informing us about the claim.

E-mail

Contact' persons email address will be used for the exchange of further claim-related correspondence.

Claim number (assigned by the shop)

If you keep your own internal claim register, please provide your internal number of claims. We will include this number in further claim related correspondence, claim confirmation and on transport documentation.

DATA CONCERNING THE PRODUCT

Order or invoice number

It is one of the key fields to be filled out. It will enable accurate product identification throughout the claim process. SITS order numbers normally start with letter S, claim order numbers start with letters RMA

You will find order number on our order confirmation document.



Invoice number.



If you're not able to find these documents our order number and further details can also be read from our product label which is located under the frame.



Period of furniture use

Time between from the moment of unpacking the furniture by the end user. Information used by SITS for further analysis leading to improved standards and higher quality of our products.

Model

Please specify the name of the defective product. It is particularly helpful in situations where the claim concerns an order for more than one model (e.g. stock orders, display orders).

Quantity

Please specify the number of defective items.

Furniture type

Please specify precisely the type of element which the claim concerns. Where the claim concerns an item other than the ones provided in the selection, please mark the other field.

Defect description

Please specify, possibly in detail, the causes of the claim. It will enable us to find the best possible solution and further work on quality analysis.

Additional information

This field is dedicated to express end user's expectations with respect to claim resolution. In case of small spare parts and need to deliver directly to end customer, please specify in this field their name, delivery address and telephone number which will enable us dispatch by courier.

Pictures of defect

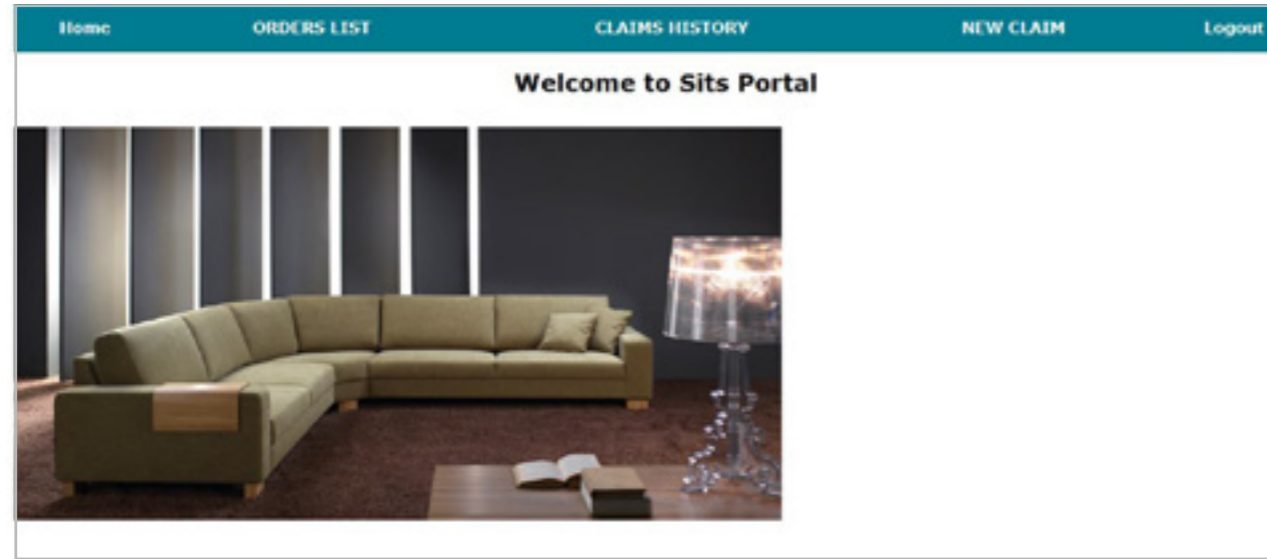
Please attach all relevant pictures. It is mandatory to process further with the claim.

Filling out all necessary fields will make claim handling process easier and quicker for customer and for SITS.

After filling out all fields, please submit the claim by clicking "Send"

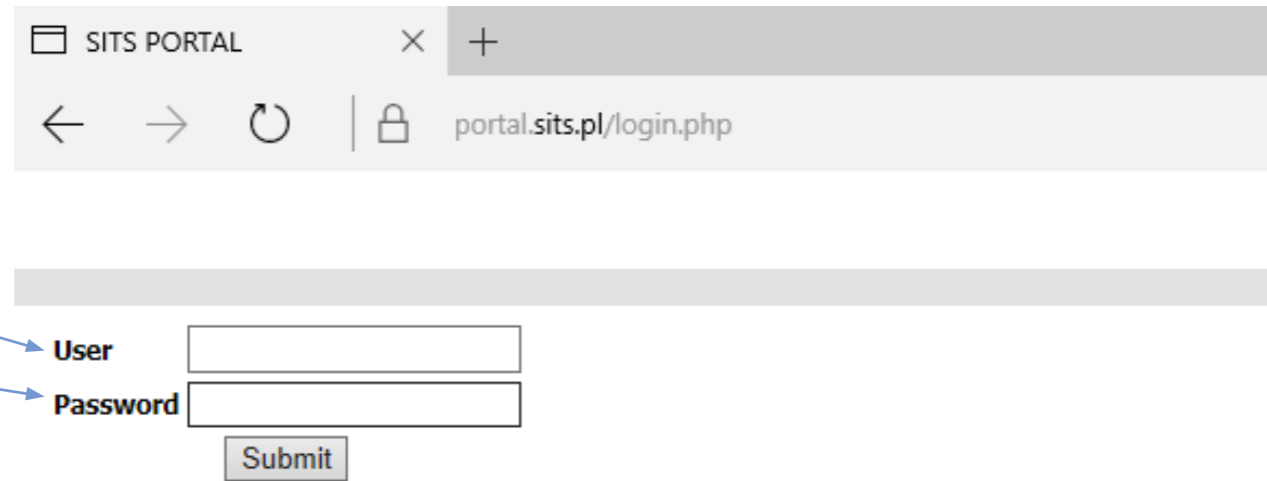
The claim will be sent directly to the SITS customer care team. You will receive an automatic confirmation to the email address provided in the form confirming that claim was successfully submitted.

6.1.2 Using a claim portal:
www.portal.sits.pl

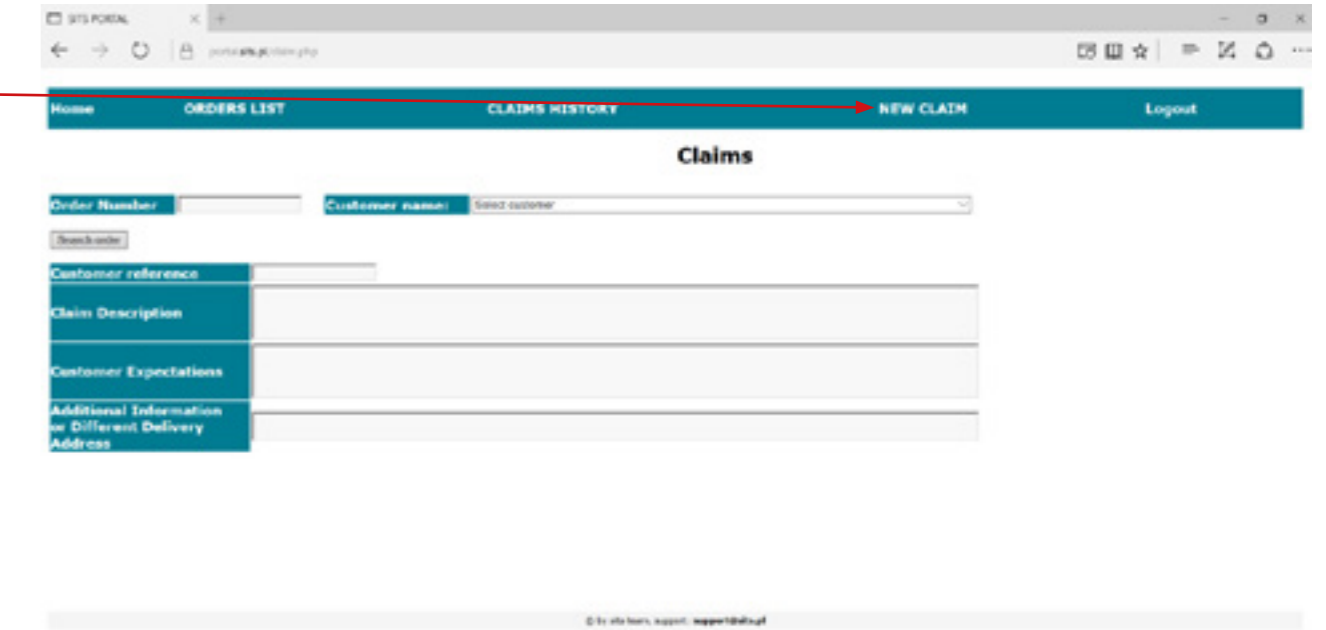


In our experience most effective way of handling and monitoring claims. All information is stored and exchanged in one place. If you wish to start submitting a claim using our portal, please contact SITS Regional Sales Managers.

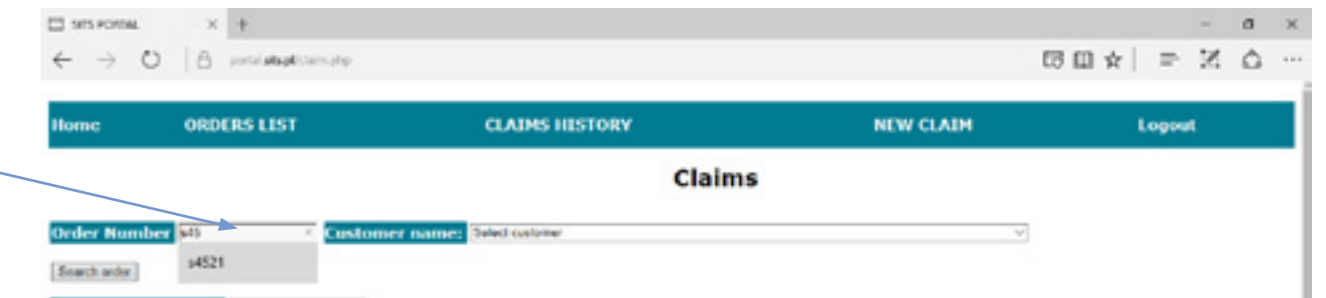
You will be provided with login and password enabling use of the portal.



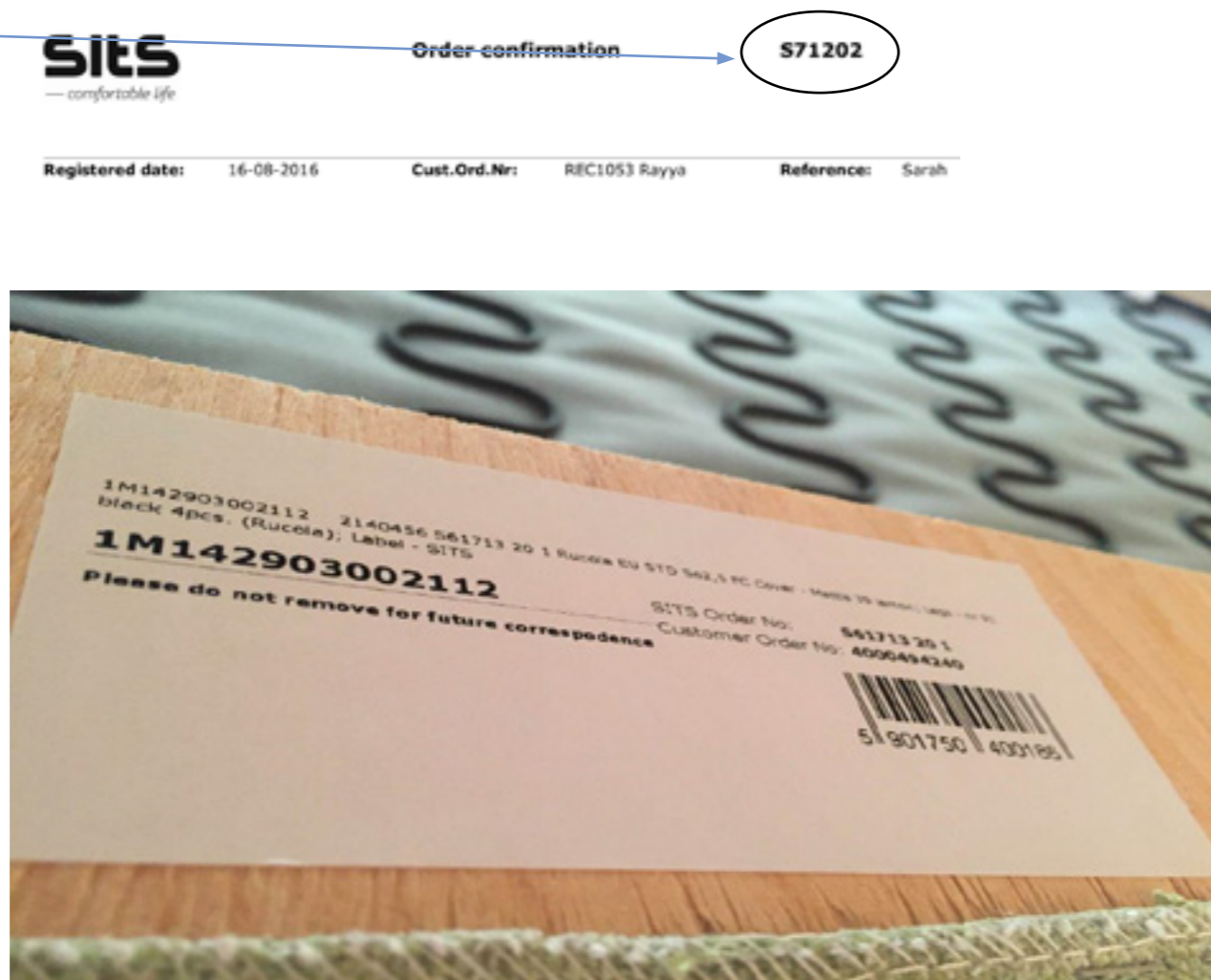
After logging on, the home page of the portal will be displayed. To register a new claim, select the „New claim” tab – you will be redirected to the claim form.



One of the key fields to be filled out is the SITS **Order number** you may find it on Order confirmation, Invoice or on the label underneath the frame. Please check page 23/24 for more details.

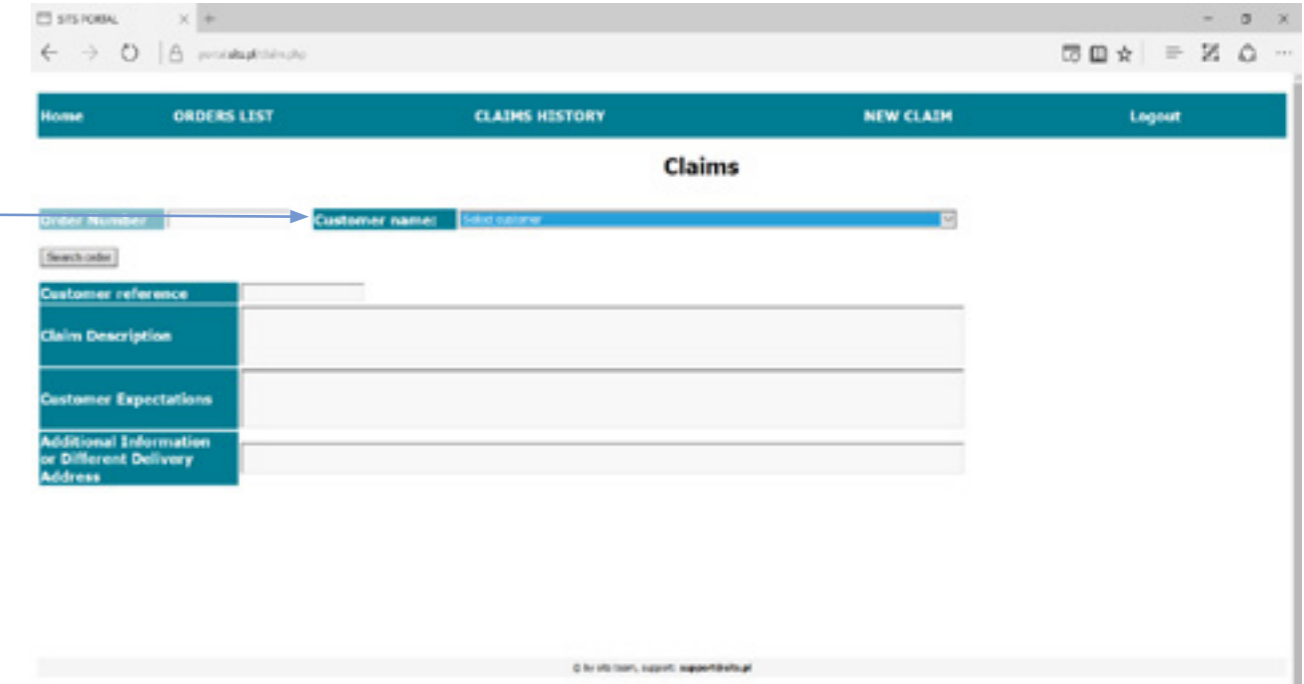


You will find it in our confirmation of the original order as well as on the check label underneath the piece of furniture.



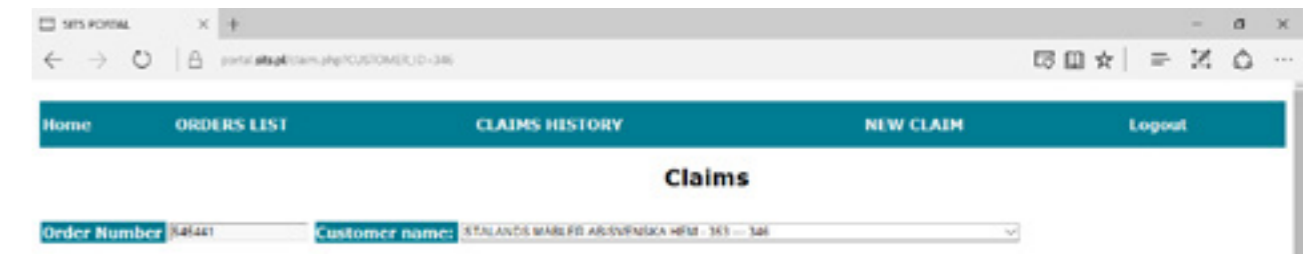
It enables us not only to exactly identify the product throughout the claim process but also to directly link it to the original order.

If it is not possible to confirm the order, please select the customer name from the available list - **Customer name field.**



Having entered manually or having selected from the available order list and selecting the **Search order** field - the following field will be displayed:

1. **Customer name** (as in original order, not editable).



2. **Delivery address** and **Final receiver** fields – containing Customer name, Street, Post code (as in original order, not editable).

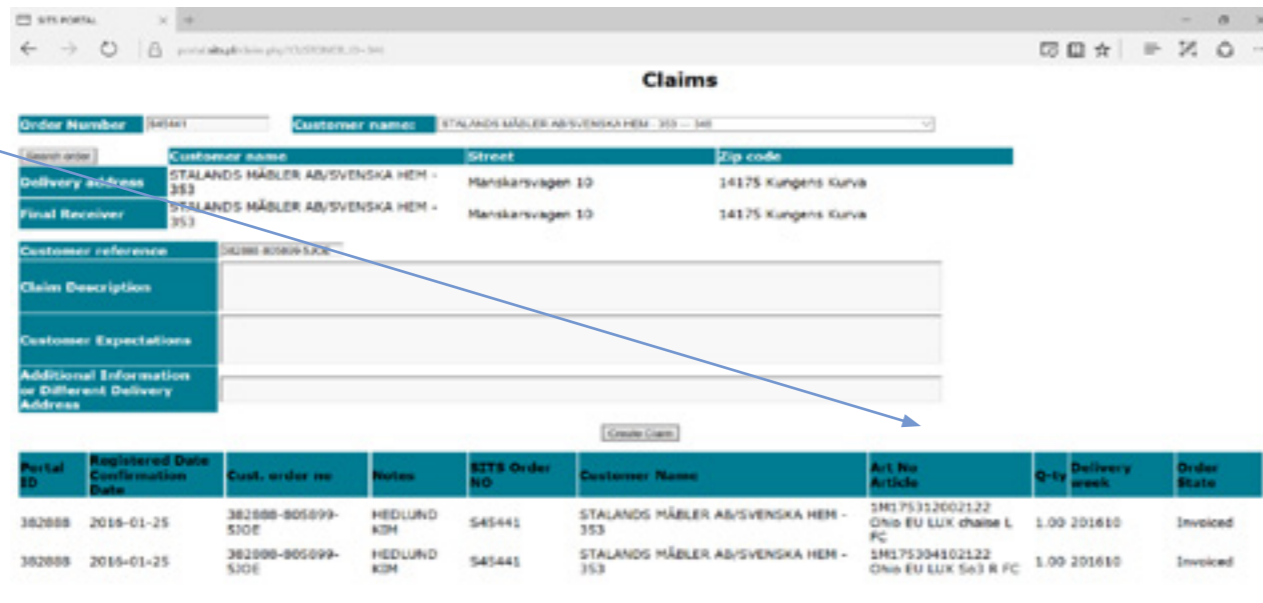


3. **Customer reference**

It is downloaded automatically based on the customer reference in the original order, therefore it will only be prompted if the order confirmation number has been provided. It is possible to edit it, should the claim reference number differ.



4. **Detailed information on the ordered elements** (at the bottom, below the form) – it will only be displayed where the confirmation order number is provided and is not editable.



In order to complete the data concerning the claim, please fill in the following fields:

Claim description

Please provide a possible detailed description of the claim. It will enable us finding the best solution and will enable analyses leading to improved quality of our products.

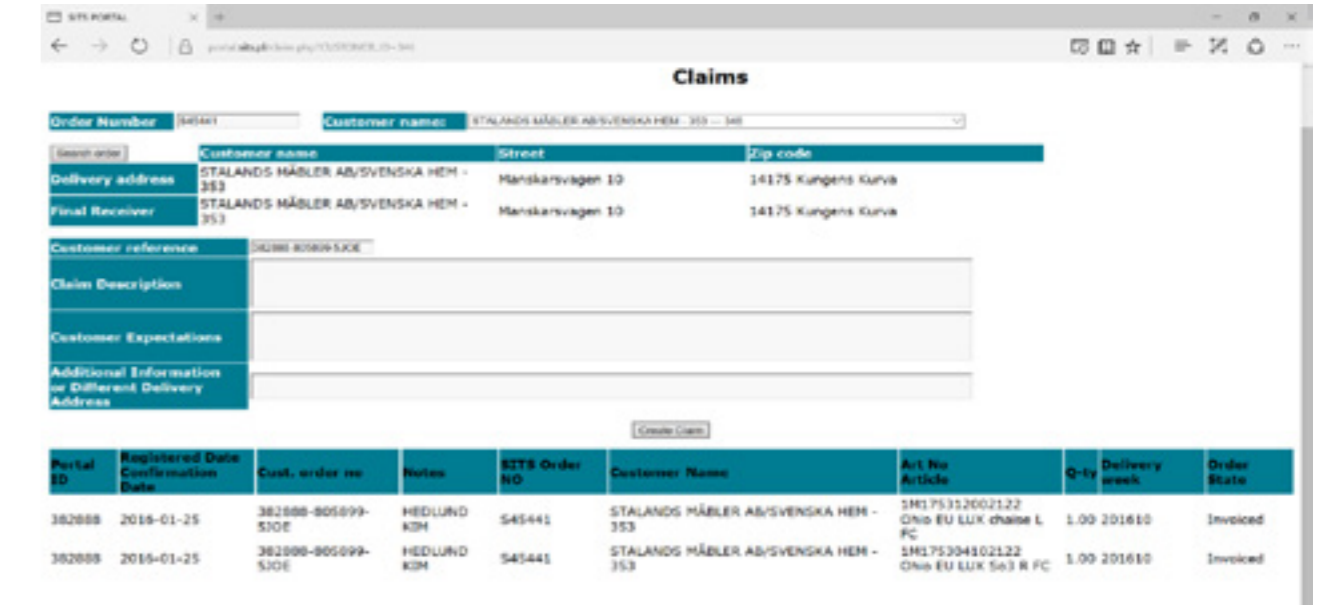
Customer expectations

This field is dedicated to end user's expectations with respect to claim resolution/handling.

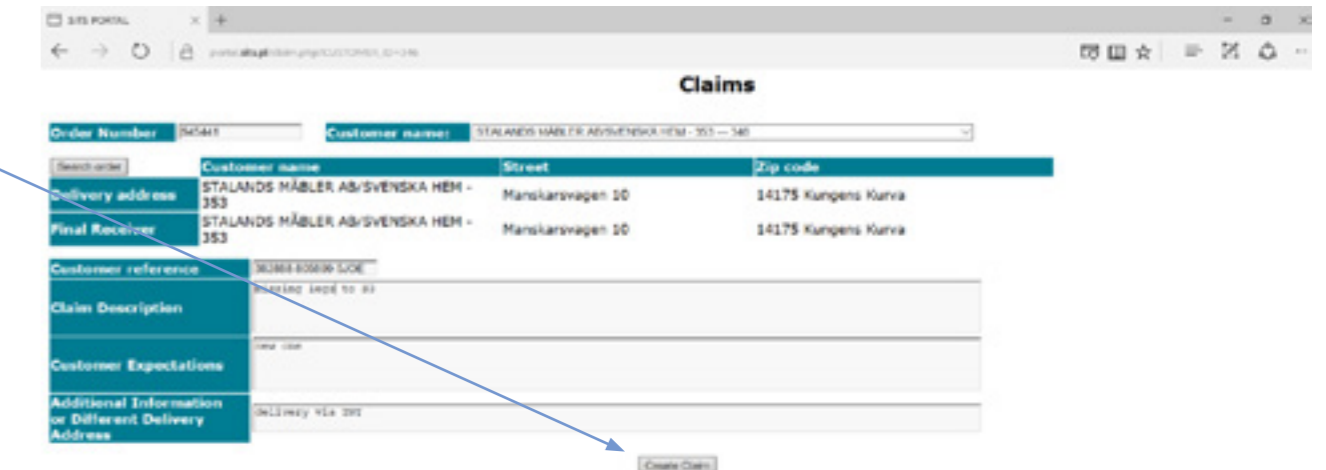
Additional information or different delivery address

Please enter here any additional information that you may have while submitting the claim.

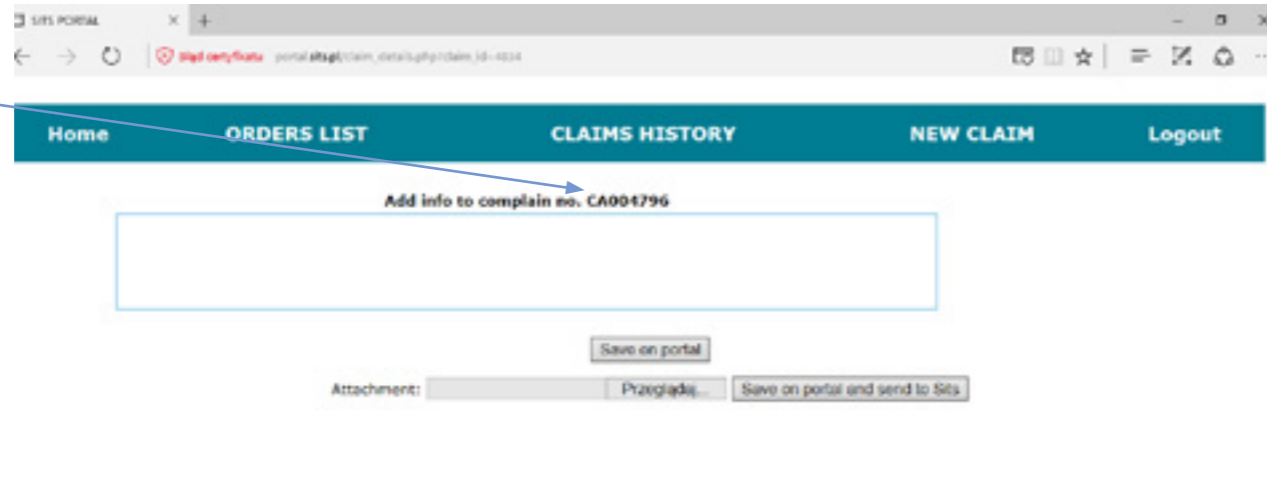
In case of small spare parts and need to deliver directly to end customer, please specify in this field their name, delivery address and telephone number which will enable us dispatch by courier.



After filling out all fields, please submit the claim by clicking **Create claim**.

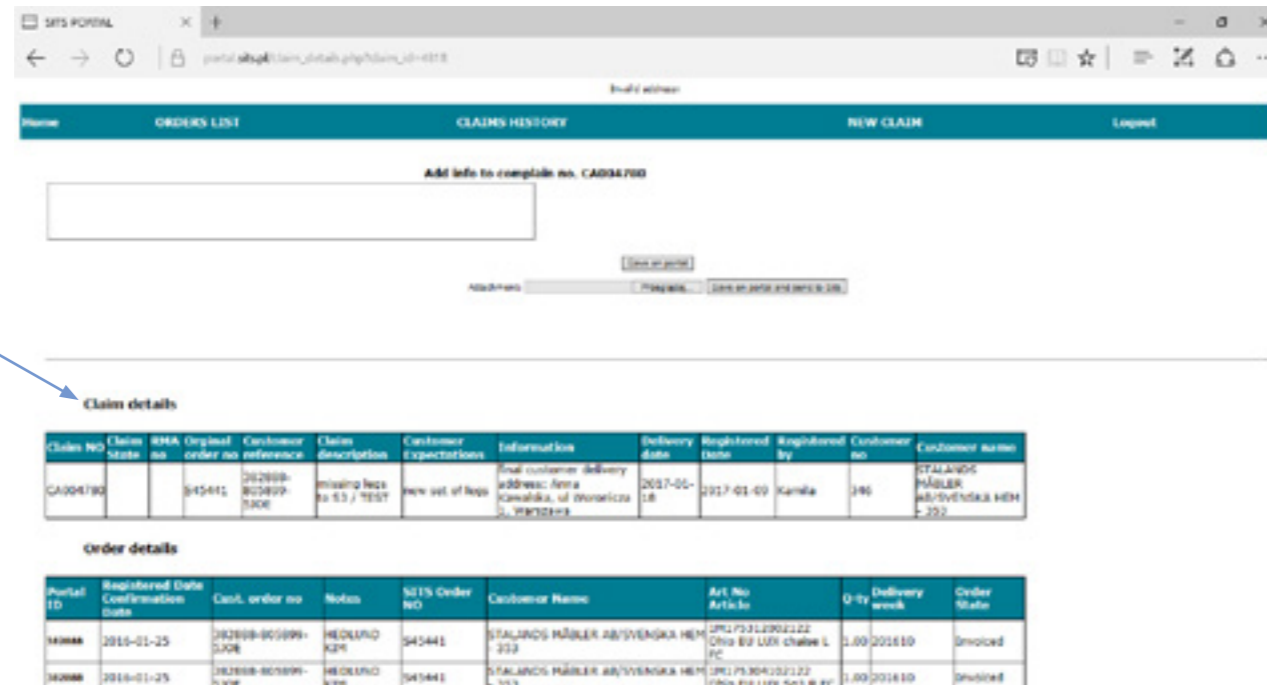


Afterwards, the portal will automatically assign the **portal claim number** – starting with **CA00** (this number will be seen on claim confirmation which will be sent to you by email as well as on transport documents) and will redirect you to the following site



Claim details will be displayed

Presented table shows also details of original order, but it will only be prompted when the original order number is confirmed; otherwise the field will be empty.



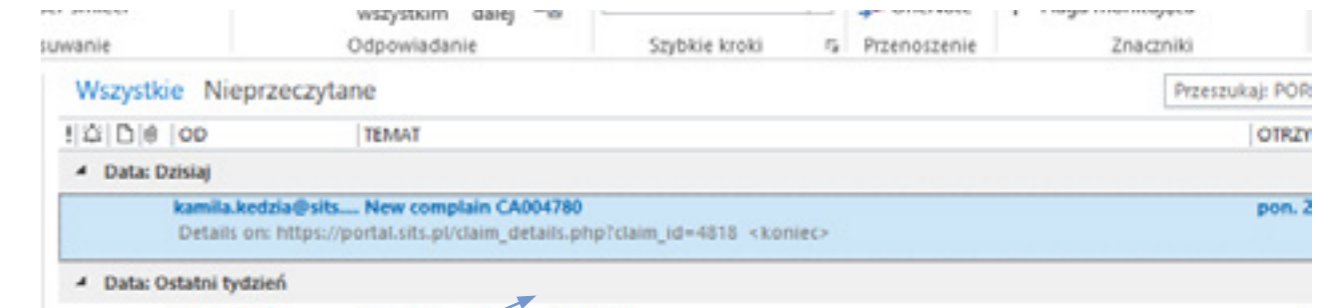
Adding a picture

Whenever possible please add the picture at this stage.



After highlighting the picture using the **button and inserting 1** in the **Add info to complain no. CA00** field, the picture is added and saved using the **Save on portal and send to SITS** button.

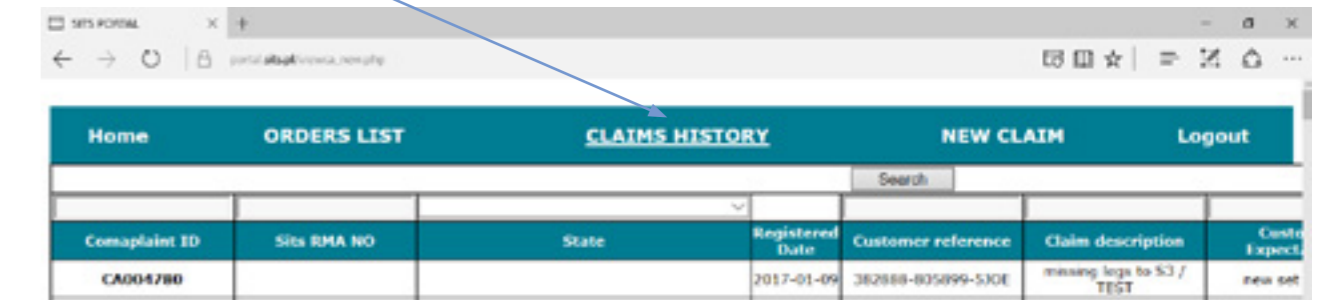
After the claim is submitted, you will receive email information (SITS customer care department also) of a new claim having been added – **New complain** CA00... It will contain the claim number generated by the system – e.g. CA004780



Furthermore, adding a picture also generates an email message **New information** with CA00 number assigned by the portal.

You can add the information to the claim at any time.

Path: **Portal Sits.pl / CLAIMS HISTORY**



It is possible to search claim details using the following information:

- **CLAIM ID** – by claim number assigned by the portal, CA00... IF searching through Claim ID portal automatically directs us to the main screen concerning claims.
- **SITS RMA NO** – by claim number assigned by SITS – RMA (supplemented by the SITS claims department)
- **STATE** – by claim status (supplemented by the SITS claim department)
- **CUSTOMER REFERENCE**
- **CLAIM DESCRIPTION**
- **CUSTOMER EXPECTATIONS**
- **ORIGINAL ORDER NUMBER**
- **CUSTOMER NAME**

Claim NO	Claim State	RMA no	Original order no	Customer reference	Claim description	Customer Expectations	Information	Delivery date	Registered Date	Registered by	Customer no	Customer name
CA004780			545441	382888-803899-330E	missing legs to S3 / TEST	new set of legs	final customer delivery address: Anna Kawalska, ul Woronicza 1, Warszawa	2017-01-18	2017-01-09	Kamila	340	STALANDES MÄBLER AB/SVENSKA HEM - 353

Each information added to the claim contributes to the full correspondence related to claim. See the example below.

Claim no	Info	Posted by	Date
CA004780	sample was sent	Kamila Kędzia	2017-01-09 09:10:16
CA004780	sample was sent	Kamila Kędzia	2017-01-09 09:10:15
CA004780	customer will send sample	Kamila Kędzia	2017-01-09 09:10:03

Adding extra information enables the **Add info to complain no CA00** section...

After filling out all fields the information - we approve it by clicking **Save on portal and send to SITS** (then the mail message will be sent). If you're adding information of important only for you, clicking on **Save on portal** will be enough.

Claim NO	Claim State	RMA no	Original order no	Customer reference	Claim description	Customer Expectations	Information	Delivery date	Registered Date	Registered by	Customer no	Customer name
CA004780			545441	382888-803899-330E	missing legs to S3 / TEST	new set of legs	final customer delivery address: Anna Kawalska, ul Woronicza 1, Warszawa	2017-01-18	2017-01-09	Kamila	340	STALANDES MÄBLER AB/SVENSKA HEM - 353

Claim submitted using the portal is registered by the SITS customer care team in our internal system. The SITS employee also supplements in each portal report the field **SITS RMA NO** (internal SITS claims number assigned by the system) and **CLAIM STATE**.

Complaint ID	Sits RMA NO	State	Registered Date	Customer reference	Claim description	Customer Expectations
CA004796			2017-01-10	0016033907/3740899	Customer also have sofa from order 540330. They ordered this fabric later but it came in too much difference in shade	New fabric 2 will send
CA004795			2017-01-10	253-9348	Problem with support leg dont going whole way in because of bad threads for it	They fixed invo
CA004794			2017-01-10	171-9863	Frame so3 broken by the armrest	Send new
CA004793			2017-01-10	298-13803	Sofa is squeaking. They cant localiz if its from so2 or3 chairlounge.	Send new f whole
CA004792			2017-01-10	461-18881	Fabric defect on one seat cushion cover. Model 1 water 70	Send new co
CA004791			2017-01-10	465-6446	We replaced insert due to leaking feathers on CA004796 + CA003831. Now they are leaking again.	Customer do sofa anymore money back for p
CA004790			2017-01-10	171-9540	Leaking feathers on whole sofa	Send new fe covv
CA004789	14221	Claim accepted and passed for realization	2017-01-09	641-4105	Seam broken on chairlounge seat cushion	Send new
CA004788	14220	Claim accepted and passed for realization	2017-01-09	505-5873	All insert smells to much Dehaasoft	Send all re
CA004787	14208	Claim accepted and passed for realization	2017-01-09	Garpvall	All insert leak a lot.	Send all re

Any additional information or queries are also entered by the SITS customer care employee in the **Info** field and you are provided with email information that new information was added to the claim.

The screenshot shows the SITS portal interface. At the top, there are navigation tabs: Home, ORDERS LIST, CLAIMS HISTORY, NEW CLAIM, and Logout. Below the tabs, there is a form titled 'Add info to complain no. CA004716'. The form includes a large text input field, a 'Save on portal' button, and an 'Attachment:' section with a file selection button and a 'Save on portal and send to Sits' button. Below the form is a table with the following data:

Claims no	Info	Posted by	Date
CA004716	File complaintimage.jpg attached.	Maria Rosén	2016-12-28 08:28:57
CA004716	1	Maria Rosén	2016-12-28 08:28:57
CA004716	ok, so please send fabric sample	Katarzyna Stawicka	2016-12-22 19:27:20

6.1.3 Using your own internal claim portal.

If you or your customers are using a claim portal we are open to use it as well. If you've not done it before please contact Regional Sales Managers or Customer Care team to arrange it.

6.1.4 Using the email information sent to: customercare@sits.pl

This channel may be used to send PDF and WORD claim forms which may be downloaded from our website [www.sits.eu/customer-care/claim form/PDF](http://www.sits.eu/customer-care/claim-form/PDF) or **WORD**

Filling out all necessary fields will make claim handling process easier and quicker.

You can also download the claim form and send it to us at: customercare@sits.pl

Download

- Claim form (pdf)
- Claim form (doc)

It may also be used for submitting customer's internal claims forms.

We will also accept a standard email describing as many claim details as possible, from experience this usually results in more questions and longer claim resolution.



6.1 LOGISTICS CLAIMS (DELIVERY SHORTAGES, TRANSPORT DAMAGE)**

In the event of Logistics claims – quantity shortages and transport damage we kindly request you to make relevant entries on the **CMR document** – in the presence of the driver and confirmed by his signature. If possible, please prepare photographic documentation illustrating the damaged packaging and furniture.

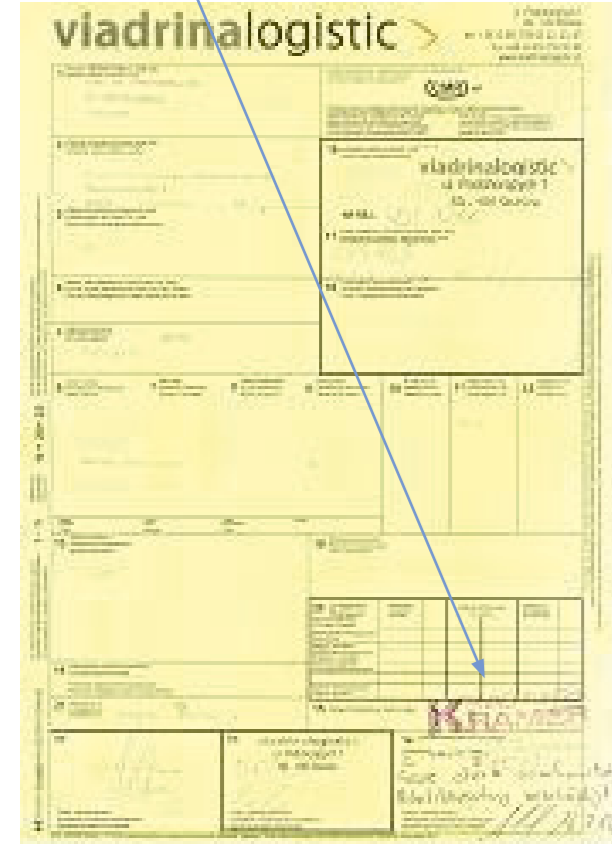


In the case of quantitative shortages, please specify the quantity of packs including order number and where possible provide the configuration number or production line)



Such requirement arises from CMR document which is confirmed by the international law – a convention on international road transport (TIR Convention) and a Protocol signed and drawn up in Geneva on 19 May, 1956 – Chapter V, Art. 30, item 1.

“If the consignee takes delivery of the goods without duly checking their condition with the carrier or without sending him reservations giving a general indication of the loss or damage, not later than the time of delivery in the case of apparent loss or damage and within seven days of delivery, Sundays and public holidays excepted, in the case of loss or damage which is not apparent, the fact of this taking delivery shall be prima facie, evidence that he has received the goods in the condition described in the consignment note. In the case of loss or damage which is not apparent the reservations referred to shall be made in writing.”



All the necessary data:

- 1 order number,
- 2 configuration ID,
- 3 quantity of packages, are available on the packing list connected to each delivery

Lack of record in the CMR document makes it impossible to submit the claim with the shipping company and defining responsibility for costs connected to the claim. Lack of annotation makes it difficult for us to carry out in-depth analyses of quality of the services provided by third part transport companies we selected for cooperation.

Visible damage and shortage, besides being recorded on CMR, should also be reported to SITS, **not later than within 7 working days** using one of the available channels:

- A claim form available on our web site: www.sits.eu/customer-care/claim-form
- Claim portal: www.portal.sits.pl
- Your internal claim portal
- Mailing to: customer-care@sits.pl

The quantitative shortage will be each time verified within maximum 2 working days against our warehouse balance. If item is found, it naturally is planned for next available transport.

SITS — comfortable life

Packing list 25924

ul. Sikorskiego 60
87-300 Brodnica, POLAND

Buyer:

Load net: 160245
Invoice no:

SITS order no	Item no	Config Id	Qty	Unit	Pack.	Gross weight	Vol.
Customer order no	Customer order ref.						
Article description							
RMA-5565 47729972/410	1M153510651126	331976 com:74896106 Patrik Duveisin	1,00	St.	1,00	5,00	0,08
New York EU Ersatzbezug Hocker 115x105 lose Husse Bezug: - CALEIDO 3790 l. beige; Einnäher: - *							
RMA-6015 47739346/199	62000000083	*	200,00	St.	1,00	2,00	0,00
Fussgleiter für 84, 48, 102 grau							
536289 47721751/362	1M133309402124	1226842 74877857 Thomas Reniger	1,00	St.	2,00	101,00	1,76
Julia lux Sofa 4 sitzig (rund) Husse mit Klettband Bezug: - CALEIDO 2934 d.grey; Fuß - NR. 150A H-140 3St. Chrom gebürstet; Einnäher: - Einnäher Pfister							
536291	1M14260402112	1301646	1,00	St.	1,00	50,00	1,24

6.2 CLAIM PROCESSING

6.2.1 Claim Registration on the internal SITS system


Each claim is registered in our internal SITS system and receives RMA reference number. This number is provided on all Logistics document – packing list and transport label

SITS order no	Item no	Config Id
Customer order no		Customer order ref.
Article description		
RMA-10844	1M140313052314	2145036
85574870502 Keady		
Stella GB std Corner cozy R LCV		
Cover - Risiko/Kunner PR 11 grey; Legs - 141A bleached oak h-140 6 pc		
FSC MIX CREDIT NC-COC-013902		

6.2.2 Claim confirmation

Each registered claim is confirmed by the confirmation generated by the system in the language version agreed with the customer. This confirmation contains a complete set of details:

- 1 Customer reference number;
- 2 RMA SITS number;
- 3 registration date;
- 4 delivery week;
- 5 delivery addresses;
- 6 claim status;
- 7 spare parts description and quantity;
- 8 original order details (solely where the original order number was provided);
- 9 country of origin;
- 10 currency;
- 11 original order number of the customer;
- 12 claim description;



Customer Claim No: 1 REC1041 BENNETT

Claim confirmation 2 14373

Registration Date 3 2017-01-16 0

Delivery Week 4 201707

Final Receiver:

Ultimate
UNIT 1 CABLE HOUSE
55 CABE Street
M6 1EF - Manchester

Buyer:

Ultimate
55 CABE Street
Customer orders in Team Street
M6 1EF - Manchester
GB

Delivery address:

HOME AND RETAIL DELIVERIES LTD
UNIT 1 DRAUGHTON MANOR BUSINESS
55MIDHILL ROAD FAZELBY
S17 3NS - TAMWORTH
GB 5

Status of the claim: claim accepted and passed for realization 6

Claim Description	Quantity	Unit
all inners (seat and back) 7	1,00	szt

Description from the original order:

1	1M164954082322	141760
Brandon GB LUX Set3L /So3R+divan L/FC		

8 Cover - CALEIDO 2934 d grey; Legs - nr 84 chrome 6 pcs.+ 2pcs.Plastic leg-0016 H-80; Label - SITS

Country of orygin: 9 Poland

Currency: 10 GBP

Cust. order numbers: 11 REC1041 BENNETT SITS

Claim reason: 12.6 PODU Cushions/Pillows - going out feathers

Comments:

6.2.3 Claim processing time

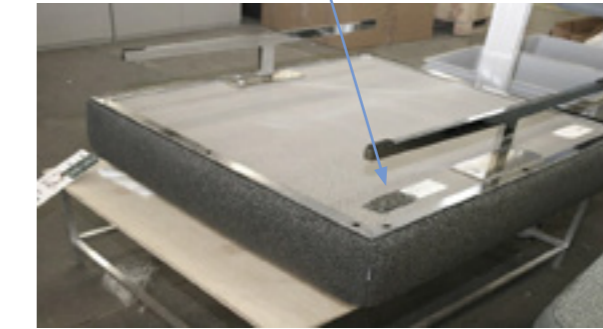
Understanding the expectations of our customers and importance of missing spare parts, we do our best to shorten waiting time for them.

Claim processing time may be extended by the time of **waiting for additional information and pictures**, which may sometimes be required for effective claim handling.

The period of waiting for a spare part may also be extended if it is necessary to wait for **fabric sample**. Depending on the fabric composition there may be shade differences between fabric batches. That's why each piece of furniture has a fabric reference sample from which the cover of the furniture was made. Submitting the fabric sample enables selecting suitable shade of the spare part.

Fabric sample should be sent to:
CUSTOMER CARE
SITS Sp. z o.o
Sikorskiego 60
87-300 Brodnica
Poland
Please provide the **RMA SITS number** of the sample.

In furniture with **fixed seat cushions**, the sample is attached under the frame.



In models with **loose seat cushions** – the sample is attached on the frame, under the seat cushion.



6.2.4 REPAIR SERVICE

For possibly quick resolution of the claim we also use suitable repair services.

We currently cooperate with companies which we have carefully selected due to service quality they offer:

- **International Repair Service Group** (IRS, former MPS) - <https://www.mpsservice.net/index> IRS offers its services in the territory of: Germany, Austria, Switzerland and in the Benelux countries.
- **Homeserve Furniture Repairs LTD** - <http://www.homeserverepairs.co.uk/> Homeserve carries out repairs in Great Britain and Ireland
- **Service Apres Vente (ART)** - <http://services-art.fr> Operates in France
- **RWR Roman Witt** – is a repair service operating in Poland

The above-mentioned service providers operate in a similar manner.

In order to dispatch a repair team, it is necessary to provide the data of the end customer: **name and surname, address and telephone number.**

It enables a direct contact with the end customer and arranging the convenient date of repair/visit.

The repair order from a suitable service provider is made by a SITS employee. The claim is additionally provided with an internal SITS system number – a reference number assigned by the service. You will be provided with the number by mail.

After the visit a detailed report is sent to SITS including pictures, detailed description and comments of the end user. Each time, the report is submitted by a SITS employee to the Customer (agent, agent’s employee, shop owner, shop assistant).

Sample report from the IRS visit (MPS)



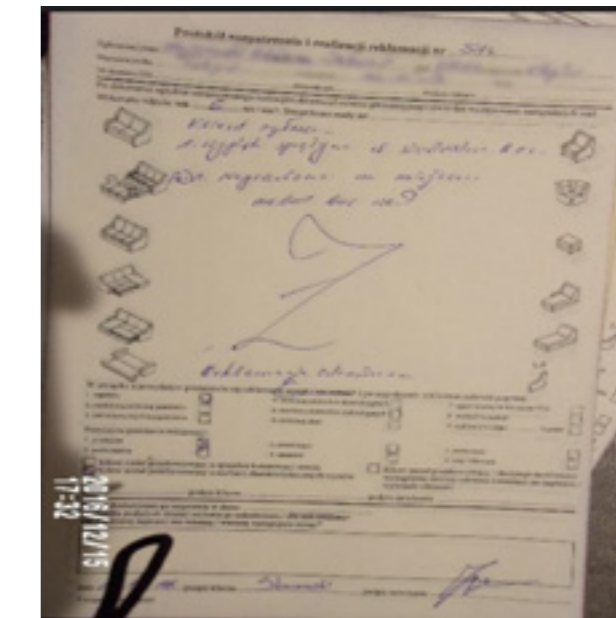
Sample report from the repair by Homeserve operating on the British and Irish markets.



Sample repair report by ART (French market)



Sample report by RWR (Polish market).



Cost of service in the event of justified claims is covered by SITS.

In exceptional situations – orders not covered by warranty period, apparent damage due to Customer’s fault – the repair and visit costs will be covered by the Customer.

ATTACHMENTS

Attachment 1

List of selected claim causes.

Table 1

Examples of manufacturing, material, logistics and other defects.

Group of defects	Defect type
Furniture completeness	Missing legs
	Incomplete set of legs
	Lack of assembly instruction or incorrect assembly
	Lack connectors
Frame manufacture	Mechanism damage
	Leg holes missing
	Wrong position of leg holes
	Broken spring hooks (rapids) or springs failing out
	Unstable frame
	Mechanical frame damage
Fabric, cover	Damaged dust cover
	Damaged cover
	Colour differences
	Uneven stitching
	Wrong cover colour
	Wrong cover type
	Stains or dirt on the cover (visible after unpacking)
	Wrong cover size
	Wrong fabric of cover
	Open seams
	Weaving defects in cover
	Wrong cushion size
	Insufficient cushion filling
	Wrong cushion filling type
	Leather
Stains and dirt on the cover (visible after unpacking)	
Wrong cover size	
Wrong type	
Wrong colour	
Open seams	
Visible branding burns	
Uneven stitches	

Legs	Damaged screw
	Damaged leg
	Wrong legs
	Wrong leg height
	Cracks
Connections	Damaged fittings,
	Wrong fitting types
	Wrong fitting quantity
Upholstery	Differences in the height of the elements
	Other manufacturing mistakes ¹
	Too deep technical cutting of the cover
Logistic, transport	Missing furniture in the delivery
	Wrong piece of furniture ²
	Packaging damaged in transport ³
Tables	Poor quality of coating
	Incomplete/no legs
	Lack of assembly fittings
	Problems with disassembly
	Damaged
	Wrong leg types
	Wrong top type
	Stains, dirt
	Incomplete/lack of top
	Table unstable
Table top curved	

Table 2

Natural behaviour of materials which should not be considered as a claim.

Material group	Material characteristics
Fabric	Pilling, wrinkles of the fleece during use
	Single cover fibre come out
Leather F	olds, shine
	Stretching
	Natural scars, insect bites, discoloration, differences in grain structure of face leather, etc.
Cushions, covers	Insignificant difference in the cover shade
	Loosing single feathers ⁴
	Natural feather smell

- Examples of other manufacturing mistakes: lack of symmetry, straight stitch lines, furniture elements not matching, not aesthetic finishing of upholstery, deformation etc. Please be aware that a piece of furniture may be deformed as a result of packing, storage and transport. Such piece of furniture should return to its original shapes within 7 days.
- The basis for acknowledging the claim is a record in the CMR document.
- The basis for acknowledging the claim is a record in the CMR document and a picture (if justified).
- Single feather (5 - 15) leaking from the cushion is a natural behaviour of the product.

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