



Verzelli Global Quality Handbook

VERZELLI

made in Italy

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IN RELATION OF THE
QUALITY/PRICE RATIO



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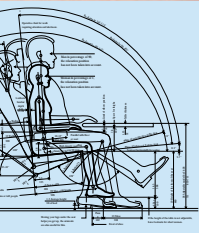


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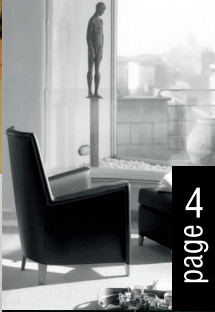


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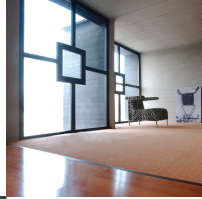
2th DESIGN/PROJECT



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1th TARGET

Quality in an industry may be a spontaneous or random affair, for us it is the expression of a choice, a philosophy that needs to accompany every phase: from design to manufacture and delivery. When we design a new product we identify the structural, ergonomic and aesthetic features we want to obtain. Consequently, we select the most suitable materials, which will be assembled together so as to give the best result for the designated use; it is not enough to use quality materials, it is necessary to use them correctly. Global quality: nowadays a fashionable expression, but for the workers at Verzelloni it is a consolidated practice more than 60 years. For upholstered furniture to be able to keep its formal appearance and functional characteristics over time it needs to be made with a wide margin of safety over the stress and strain it will be subject to.



The design and creation of Verzelloni upholstered furniture takes account of the following topics that we shall be describing in detail.

- 1 - Target;
- 2 - Design/Project;
- 3 - Ergonomics;
- 4 - Choice of materials in relation to use;
- 5 - Choice of materials in relation to quality/price ratio;
- 6 - Upholstery and finishing;
- 7 - Service;
- 8 - Ecology;
- 9 - Upkeep;
- 10 - Warranty.

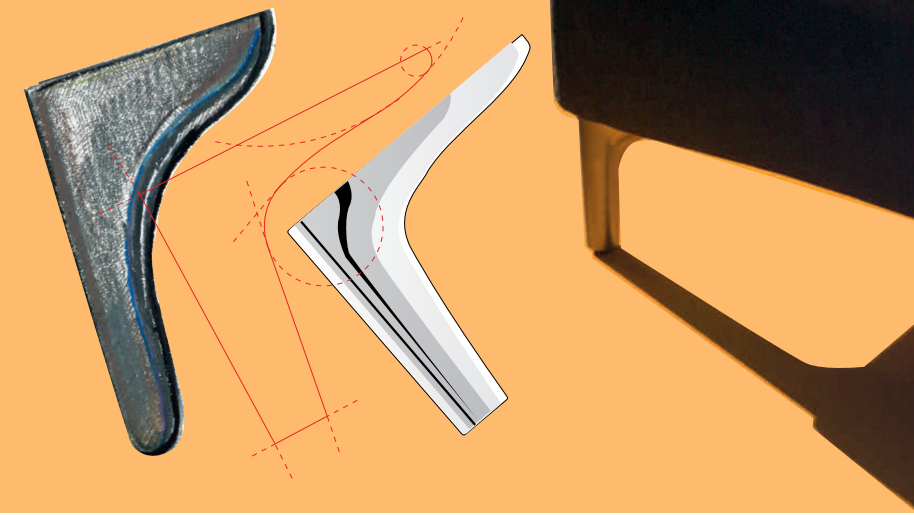


Our business and in particular our products are designed for specific users, which we call our target. And this target can be identified in its lifestyle, age, etc. To be able to have a broad, segmented product range, the target is divided up into a series of micro-targets differentiated by ergonomic features, style, and in relation to the designated use: first installation, renewal, second home, contract, etc.

TARGET 1th



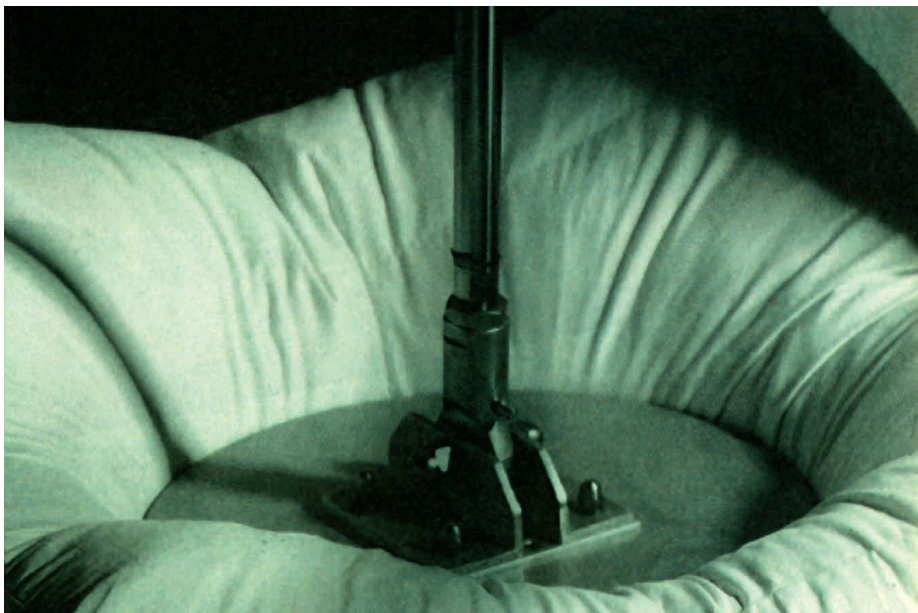
For each micro-target, a specific briefing is drawn up to be transmitted to the designer or developed by our research and development centre. Each project is therefore drawn up trying to combine the requirements expressed by the company with the cultural and creative features of an external designer or of our technicians.

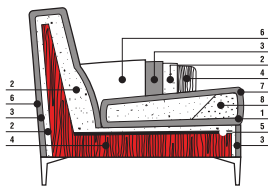


To select materials suitable for manufacturing upholstered furniture and for the manner of using them, Verzelloni has in-house regulations for the quality standards to which no exceptions are ever made, they are guaranteed constant and do not change if a supplier is changed.

Before tackling these two topics, we should list the elements of structure and comfort that make upholstered furniture:

- **Framework;**
- **Springing;**
- **Framework padding;**
- **Cushion padding;**
- **White lining of the framework;**
- **White lining of the cushions;**
- **Fabric or leather covers;**
- **Accessories.**





SECTION

- 1: Dacron® Dupont Polyester Fibre.
- 2: Polyurethane.
- 3: Polyester Fibre.
- 4: Frame in solid wood and plywood.
- 5: Elastic belts.
- 6: Velfodera.
- 7: Fabric lining.
- 8: Differentiated density Waterlily®.

Framework

The framework may be made of wood or metal. For the wood ones, Verzelloni uses solid poplar, fir-wood or beechwood, or poplar or fir-wood plywood, all have their edges chamfered and round, to prevent them over time from cutting the elastic belts, padding or fabrics.

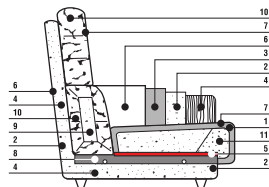
Verzelloni uses no chipboard in its suites, so it uses no products with a high content of formaldehyde.

For the metal frameworks, tubular steel is used of a suitable thickness for intensive, long-



lasting use. The sharp corners of the tubes are protected with plastic caps to prevent them from being able to cut padding and then the covering.

The metal frameworks are protected with rust-proof painting. All the mechanisms are strictly made of metal. In the case of adjustable seats, the mechanisms used are on ball-bearings and not nylon or plastic wheels that over time could deteriorate. The elements forming the framework, either steel or wood, are assembled only with bolts, not with self-tapping screws.



SECTION

- 1: Dacron® Dupont Polyester Fibre.
- 2: Polyurethane.
- 3: Polyester Fibre.
- 4: Frame in solid wood and plywood.
- 5: Elastic belts.
- 6: Velfodera.
- 7: Fabric lining.
- 8: Metal slide on ball bearings.
- 9: Polyurethane insert.
- 10: Down.
- 11: Differentiated density polyurethane.

Springing

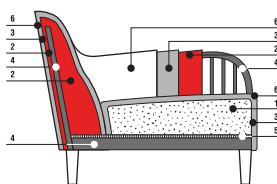
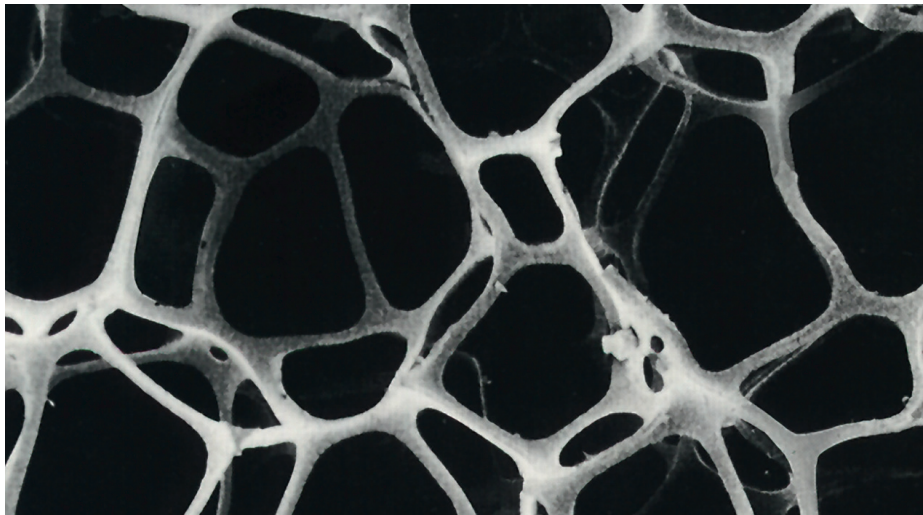
The springing can be done either with elastic belts or flat steel springs. The elastic belts used both on wooden frames and on some metal ones have a high level of tensile strength and are mounted interwoven, in a considerable number and at a maximum distance of 4 cm apart. The flat steel springs are normally used on the metal frameworks, they are rust-proof and, in particular, they are insulated, before gluing the padding, by a panel of non-woven fabric or velvet to protect the polyurethane against contact with the spring.



The different colours of the polyurethanes correspond to the different densities.

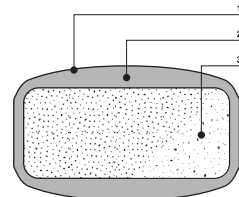
CHOICE OF MATERIALS IN RELATION TO THE QUALITY/PRICE RATIO

The cellular structure of polyurethane seen through an electron microscope.



SECTION

- 1: Waterlily™.
- 2: Polyurethane.
- 3: Polyester Fibre.
- 4: Metal frame.
- 5: Steel flat springs.
- 6: Fabric lining.



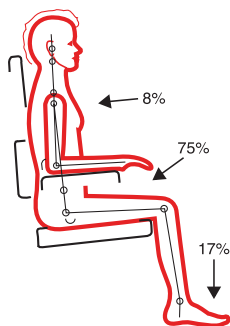
CUSHION IN DIFFERENTIATED POLYURETHANE/Dacron® DuPont

- 1: Fabric: 100% cotton or jersey 100% polyamide.
- 2: Dacron® DuPont: wadding 100% polyester.
- 3: Insert in differentiated high-strength polyurethane.
Minimum 30 kg/m^3 for seat cushion.
Minimum 21 kg/m^3 for backrest cushion.

Framework padding

Expanded polyurethane and polyester fibres are used in the framework padding.

Verezioni uses only polyurethanes containing no CFCs (chlorofluorocarbons), which are responsible for the hole in the ozone layer, and no chlorinated solvents.



The polyurethane of the framework is high density, which is never under 30 kg/m^3 . It is differentiated according to the points of stress and may reach 75 kg/m^3 .

Cushion padding

Expanded polyurethane, polyester fibres and down are used in the cushion padding. The expanded polyurethane used in the seat cushions, which withstand approximately 75% of body weight (8% supported by the backrest and the remaining 17% by the floor), is never of density less than 30 kg/m^3 . That used in the backrests, which need to withstand less compression, is never less than 21 kg/m^3 . Most models do not have a single block, but differentiated expanded polyurethane, with different rigidities to have a comfortable seat and a long service life.

Some models use Waterlily. This is a highly innovative, foam product that sets new standards of comfort and hygiene. It is soft, strong and has a similar texture to latex foam. It is transpiring, fireproof without using halogenated retarding agents. It is also made without using any CFCs (chlorofluorocarbons) or any other substances that are harmful for the environment. The basic components are simply mixed with pure water, so it is ecological and moreover designed to be recyclable.

TECHNICAL TABLE OF SOME POLYURETHANES					
Type	Density Kg/mc ±5%	Capacity ± 15%		Permanent deformation	
		Tensile strength 40% KPa		Compression at 50% Max %	at 75% Max %
75	75	16		2	3
50	50	6.5		2	3
40 PR	36	6.5		2	3
40	40	5.5		2	3
35	35	5		2	3
35 F HR	35	3.5		6	8
30 N	30	4.2		3	4
30 IP	30	4.3		3	4
30 FC HR	31	2.5		3	7
25 IPP	25	3.6		3	5
25 IP	25	3.1		3	5
25 N	25	3.5		3	5
21 IP	21	2.6		3	5
21 I	21	2.1		3	5
21 N	21	3.7		4	6
Waterlily 35/A	35	3.3		3	5
Waterlily 45 S/A	45	2		3	5

What is polyurethane?

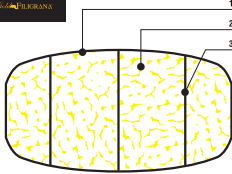
It is a synthetic product obtained from the reaction between an isocyanate and a polyester together with polyhydric alcohols and the so-called “foaming” agents that produce the reaction of expansion. This expansion creates millions of pits that on solidifying create a thin-walled honeycomb structure, similar to a natural sponge. This structure, which encloses

a high percentage of air in its volume, makes it possible to satisfy an essential component of well-being, transpiration. In addition, flexible expanded polyurethane is antiallergic and can easily be disinfected if need be. By polyurethane density we mean its specific weight (kg/m³). Density together with other factors such as capacity (compression resistance) and resilience (measurement of the

capacity of expanded material subjected to crushing to return to its normal size) determine the quality and life of the material, the higher the density and the greater its resistance to compression. Waterlily, for example, besides being an innovative material, since it has a minimum specific weight that is already high, is synonymous with a greater guarantee and longer service life.

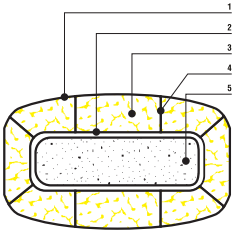


The polyester fibre we use in our cushions is exclusively Dacron® Gold-Filigrana™ by DuPont, the American company that leads the world in the chemical sector. A label is affixed to each cushion containing Dacron® to certify the product's authenticity and its excellent technical specifications.



B: DOWN CUSHION

- 1: Exterior fabric 100% down-proof cotton
- 2: Virgin goose down or virgin goose/duck down
- 3: Partitions



DOWN CUSHION WITH POLYURETHANE INSERT

- 1: Exterior fabric 100% down-proof cotton
- 2: Interior chamber fabric
- 3: Virgin goose down or virgin goose/duck down
- 4: Partitions
- 5: Highly resilient polyurethane insert

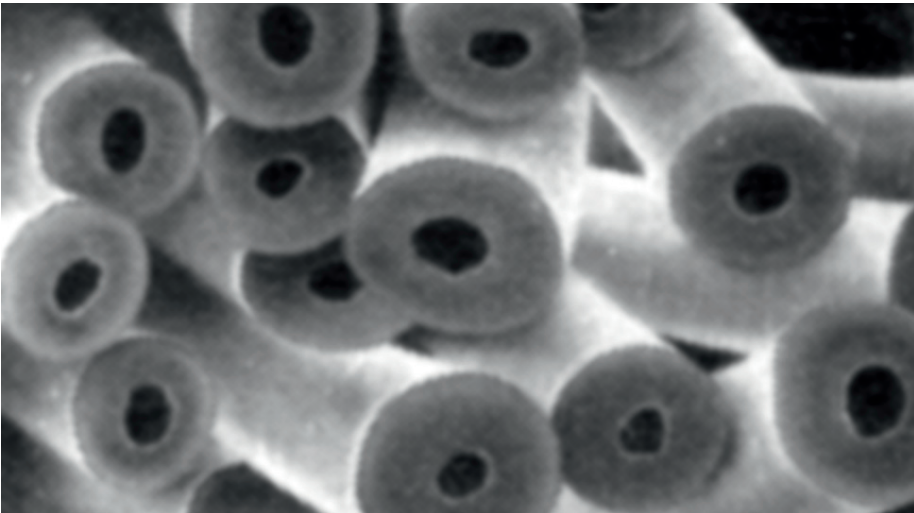
What is polyester fibre?

It is wadding in layers of different weights and thicknesses composed of fibres with a hollow section that normally envelop a central block of expanded polyurethane. Its function is to soften and provide a textile texture to padding, enhancing both its aesthetic and ergonomic functions. Polyester fibre is not carcinogenic, it causes no allergies, it is anti-fungal (preventing fungi or moulds from taking hold) and is in itself bacteriologically inert.

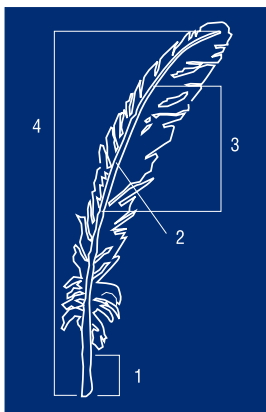
The natural down used may be 100% new white goose down or new white goose/new white duck down. The definition NEW DOWN means that the down has not been regenerated, in other words it has not already been used and recycled. As a health precaution the down used by Verzelloni is washed and sterilized according to the directives of the Italian Ministry of Health (Presidential decree No. 845 of 23/01/1975, Ministerial decree 10/11/1976).

We use no feathers of hens or other birds that are acknowledged to be inferior.

To make up the cushion the down is enclosed in special linings of 100% cotton fabric, known as anti-down, which has a very tight weft to prevent the down coming out, while being permeable to air to allow the down to breathe and keep its flexibility and volume. The linings containing down are not made with a single chamber, but with many different compartments obtained with numerous partitions so that the feathers are distributed homogeneously and stay stable, which would not be possible if the down were all put into one large cushion. Feather cushions are normally made up with the addition of a non-deforming polyurethane insert in a separate chamber that keeps the padding compact and comfortable. It basically leaves the aesthetics of the down unaltered and largely prevents it from naturally flattening out. A label is affixed to each feather cushion indicating the type and grade of down.



Hollow polyester fibre seen through an electron microscope.



STRUCTURE OF AN ADULT FEATHER

- 1- Quill
- 2- Rachis
- 3- Vexillum
- 4- Scape (or central shaft)

What is a feather?

A feather, like small feathers and down, has specific features that make it truly valuable:

- Thermal capacity, its capacity to keep heat in;
- Hygroscopic, its capacity to keep a balanced level of humidity compared to the surroundings, allowing partial absorption of external humidity while being waterproof;
- Insulation, its capacity to isolate from the exterior;
- Swelling capacity; in the case of down, after a pressure equal to 80,000 times the weight of a feather, it returns to its original shape;
- Lightness, which in down and small feathers means also softness.

Feathers in furnishings

One of the main industrial uses of feathers is in the furnishing sector. One of the reasons for this is the fact that feathers do not easily ignite, which makes them considerably safe. The feathers used, especially in sofa cushions, comprise:

- goose feathers;
- feathers of ducks or other water-birds;
- hen feathers.

As an example of the different qualities of these three types of feather, just think that the price ratio between goose or duck feathers and hen feathers is 4 to 1. It is not sufficient to choose the right feathers and fill backrests, cushions and armrests, you also need to choose the right make-up for the padding so that the specific features of the feathers used are not impaired or deteriorated over time (for example, in cushions and backrests, as regards keeping the specific shapes as designed). Hen feathers mixed with shavings of expanded material are used in lower quality items.



White lining of the framework

For the white lining of the framework we use 3 types of material according to need: velvet coupled with polyurethane 3 mm thick, velvet coupled with polyester fibre, or cotton fabric coupled with polyester fibre. Each one of these solutions enables temporarily using the furniture even without the removable fabric cover.

White lining of the cushions

For the cushion lining we use 2 types of material: 100% cotton, 100% coupled with Dacron® Gold-Filigrana® della DuPont polyester fibre. Also in this case, cushions without a cover are finished well, look good and enable temporarily using the furniture even without the removable fabric cover.

The fabric

The fabrics are selected from the finest companies on the market. The most important features determining the quality of a fabric comprise:

- Abrasion resistance;
- Light resistance;
- Pilling resistance.

The fabrics are chosen taking account of these requirements whose values must never fall below standard. These values, together with the composition of the fabric and other information such as the type of washing or ironing, are indicated on the label of the sample so the fabric can be chosen carefully.

FABRIC REQUIREMENTS

Features	Test method	Unit of measurement	Low Level	Medium Level	High Level
<u>Abrasion</u>	Martindale appliance	rpm	from 4,000 to 10,000	from 10,000 to 15,000	over 15,000
<u>Light resistance</u>	UNI 7639	index from 1 to 6 blue scale	3-4	4-5	5-6
<u>Resistance to pilling (formation of small balls)</u>	Martindale appliance	index from 1 to 5 (at 2000 rpm)	2-3	3-4	4-5

In conformity with Italian law 126 of 1991 and the Ministerial regulation 101 of 1997 (consumer information standards) each product is accompanied by its own information sheet complete with all the technical features, information on the fabric composition, washing instructions, a sample of the chosen fabric, instructions on how to upkeep the upholstered furniture and information of a general nature.

Leather

The hides chosen are natural and top grade. They come from European cattle (calves, bullocks, bulls), are 1.3/1.4 mm thick, tanned with chromium to be especially soft and light, with excellent transpiration and special resistance to pressure. They are dyed with aniline passing through in drums to ensure considerable resistance of the colour over time since with this treatment the dye passes through the entire thickness of the leather. Finishing takes place with natural pigments and aniline, leaving the leather with its natural, genuine appearance, but at the same time providing good resistance to dirt. The treatments used are free from pentachlorophenols and derivatives and from nitrogen dyes, notoriously harmful for the environment. Taking account of these features it is normal for there to be marks and blemishes that are not defects, but features of real leather.

Accessories

Pull-off tape: This is normally used to make up the framework linings. It enables fixing the lining with a light pressure, making it easy to remove by simply, gently pulling it off. In visible areas the colour that best matches the chosen fabric (blue with blue, etc.) is always used, so not a single colour for every fabric but a range of 30 colours.

Zip fasteners: The ones used by Verzelloni enable far more openings than will probably be necessary. Here, too, the colour always matches the colour of the cover fabric as it is possible to choose from a range of 90 colours.

Yarns: We use the finest yarns on the market, and they change depending on the use and type of stitching. In this case, too, the colour will always be the same as the chosen fabric: we have a range of over 100 colours.

Composition of yarns used:

For overstitching: - 100% polyester
 For stitching: - 100% polyester
 - polyester covered with cotton
 Lining: - polyamide

Feet: The materials normally used comprise: plywood, solid beechwood, plastic material (ABS Moplen), cast aluminium, cast "zamak", iron, chrome-plated or painted steel.

Legend of fabric composition in compliance with Law no. 883 of 26/11/73 (automatically assigned uniform European Code)

AF Altre Fibre
CA Canapa
CO Colone
HL Misto Lino
JU Juta
LI Lino
PA Poliammidica
PC Acrilica
PI Carta Tessile
PL Poliestere
SE Seta
VI Viscosa
WG Vigogna
WM Mohair
WO Lana
WP Alpaca
WS Kashmir
WV Lana Vergine - Lana di tosa





In addition to quality, our most important feature is that the fabric covers can be fully removed. The first Verzelloni removable cover is dated 1971 and since then all our products have been fully removable. So in forty years we have achieved perfection both in designing and in making up a removable cover. Simple, total removability like ours makes it possible to clean the linings completely or to change them with others. The perfection of our linings is due to tailoring care in manufacture. First of all, the fabrics are carefully checked before cutting to identify any defects or flaws. The fabric is cut with templates that are used to ensure perfect repetition of covers even years after a model has been in production. The possibility of purchasing spare linings of the product you own is therefore guaranteed for at least fifteen years. Since during manufacture fabrics can undergo changes due to their elasticity, in order to have perfect measurements, where necessary, after cutting, the fabric is stabilized by special adhesive tape that prevents any change in size and makes

perfection possible. Every piece forming the lining is trimmed and overstitched to prevent any unravelling during cleaning and washing. For zip fasteners used to support or hold mattresses, for example backrests or armrests, which are then subject to considerable stress especially at the ends of the zip, strengthening is applied behind the stitching to prevent tearing or unravelling. For the finishing stitching, such as two-needle felling, a strengthening strip is applied at the back at points particularly under stress that prevents the fabric from unravelling or coming unstitched. The zip fasteners of the cushioning are broad so as to make removal easier. An important detail is that the sliders of the zips disappear into a special seat. This prevents the metal slider and sharp corners from being able, if left on the outside, to cause small injuries or spoil the fabrics nearby. After the linings have been made up as described, the upholsterer concludes the work. The product needs to wear its clothing that has been made to measure. This is a phase of the work in which manual skills are even more

enhanced. The upholsterer's experience and skill are applied so the article looks good and is functional. Only after approval by the quality control manager is every product packed and shipped.

Fully removable covers.

15-year guarantee to be able to purchase spare linings.

10-year guarantee to be able to obtain spare cushions.

Verzelloni was spontaneously operating according to the dictates of global quality a long time before these standards were disseminated and officialized, since its aim has always been to satisfy its customers. With these prerequisites, all our activities have always been conceived and accomplished to ensure quality that is not restricted to a project or the intrinsic content of products, but consistently extended to all the other activities of the company. This propensity and tendency for service is expressed in interpersonal relations as well as in more tangible and operative

actions:

- Rapidly obtaining accurate replies concerning quotations for non-standard sizes, particularly urgent deliveries;
- Possibility of pre-washing some fabrics;
- Possibility of making models with the customer's fabric;
- Prompt, punctual, complete deliveries;
- Constant updating of both models and fabrics.



It is possible to state that the products we use to a certain extent take into account the environment. The materials used in the manufacture of our upholstered furniture have the following features:

- Wood: reforestable, recyclable and reusable.
- Steel: recyclable and reusable.
- Polyurethane: reusable in the form of aggregate; in addition, innovative processes are being developed for chemical recycling.
- Polyester fibre: 100% recyclable.
- Waterlily: chemically recyclable and reusable to produce new padding material.
- Fabrics: regenerable.
- Feathers: regenerable.
- Cardboard packing: recyclable.
- Polyethylene packing: recyclable (code LD/PE04).

As regards the raw materials, they also take ecology into account. The polyurethanes used are all made without using CFCs (chlorofluorocarbons), which are responsible for the hole in the ozone layer. Waterlily, in particular, besides being made without using CFCs, is produced by mixing its basic components with pure water. The wood of poplar,

fir and beech that we normally use for the beams comes from trees that can easily be replanted and renewed. The hides come from farms. Other materials used in the manufacture comprise steel frames and fabrics, therefore not in themselves harmful for the environment. Furthermore, quality in a product means a long life, which in itself is synonymous with ecology as it is not "to be scrapped" frequently.

It is anyhow a good rule at the end of its use not to dispose of the article in the environment, but to call the municipal household waste disposal company to take it to a landfill or for recovery.





Padding upkeep: First of all it is necessary to say that the new padding of a sofa could appear stiff, but in a few weeks it will acquire its right and natural softness and elasticity. It is a good rule, in order to use the polyurethane padding correctly, to periodically swap over the cushions to keep them homogeneous and soft over time. Periodically air and beat the cushions energetically and realign the linings covering them, dusting the cover with a soft brush. A slight sagging in the padding over time is in the norm. At least once a week, cushions with down padding should be delicately dusted, aired and fluffed up (beaten energetically by hand to redistribute the feathers evenly) without using carpet beaters that could break the feathers and therefore impair elasticity. Do not expose down cushions to direct sunlight and do not use a vacuum cleaner, it could dry the feathers, eliminating their correct degree of humidity, and therefore weaken them.

Fabric upkeep: The fabric should periodically be brushed with a soft brush or a suitable vacuum cleaner. We recommend you do not wait until the cover is extremely dirty since dirt wears out fabric. When the time comes to clean it, refer to the information sheet attached to the product that also contains a sample of the fabric. Then check which type of washing the fabric requires (with water or dry). On the sheet attached to the product there is a legend of the symbols used for upkeep. We anyhow advise against acting locally to remove isolated stains without calling a specialized laundry. Washing may normally be dry (with perchloroethylene) or in water at 30° C. In the case of dry cleaning, it is recommended to use a specialized laundry to wash your linings. In the case of washing in water, we recommend washing by hand, at a temperature of 30°C, with detergents that have no optical whiteners. It is a good rule to turn the linings inside out. Thorough rinsing is essential,

take the cover out of the water without wringing it, then spread it out far from sources of heat and not in direct sunlight and leave it to drip dry in a vertical position. It should be ironed when the fabric is still damp, trying at the same time to pull the fabric to stretch it. In any case, put a damp cloth between the fabric and the iron, which must not exceed the medium temperature. Preferably cover the furniture while the fabric is still slightly damp and therefore more elastic. In the case of washing in a washing machine, which we anyhow advise against, in order to permit adequate rinsing, do not load the basket over 50% of its capacity and do not spin. Remember that sanforizing does not ensure there will be no shrinkage. In the case of washing in water, shrinkage from 1% to 3% is always possible and normal. Therefore, to avoid this problem, among the various services offered, you should remember to do the pre-wash, which is possible on many



fabrics in the sample collection. This prevents shrinkage of the covers in the case of them then being washed in water, which should anyhow be done with the above precautions. It should be considered that with the pre-wash the fabric loses a little of its stiffness and sheen, and undergoes a slight alteration, especially as regards dark colours, which should be foreseen and accepted because it is inevitable.

Leather upkeep: It is wise to remove dust often, using a soft, dry cloth. Do not expose the leather to direct sources of heat and to direct sunlight to prevent the leather from dehydrating and drying out causing changes in colour with consequences that are easy to imagine. It is a good idea to nourish the leather at least every 6 months with suitable creams that are available on the market, or ask us directly for our kit containing a nourishing cream and a stain remover for leather. In the case of surface dirt, use a cloth soaked in a little water and neutral soap and rinse quickly and evenly, again with a damp cloth. Wait for the upholstery to dry naturally before use.

Fabric upkeep symbols

	Machine wash max. 30°C
	Reduced spin
	Hand wash max. 30°C
	Do not wash in water
	Dry-clean with perchloroethylene
	Dry clean with perchloroethylene but take precautions
	Do not bleach
	Do not spin
	Dry clean with trichloroethylene but take precautions
	Drip-dry and hang while wet
	Do not tumble dry in hot air
	Cool iron (110°C)
	Warm iron (150°C)
	Do not steam iron

Each leather-covered product is supplied with a mini maintenance kit containing a nourishing cream and a special stain remover for leather.

Modello - Model - Modell

Numero commessa - Order - Bestellung

5
Year
Warranty
Garantie

VERZELLONI

Data - Date - Datum
Timbro e Firma del Rivenditore
Dealer's stamp and signature
Stempel und Unterschrift des Verkäufers

Copia per il Cliente, da conservare in allegato alla scheda informativa.

Customer's copy. To keep together with the booklet.

Kopie für den Kunden. Zusammen mit dem Heft aufbewahren.

Limiti e condizioni della garanzia

La Verzelloni garantisce per 5 anni le strutture, a condizione che i fronti di diretto di fabbricazione, che non siano usate in modo improprio, che i difetti non derivino da incuria o altro, o siano dovuti a guasti accidentali. Garantisce per 5 anni le imbottiture dei cuscini escludendo i guasti accidentali o dovuti ad un uso improprio, tenendo conto che un leggero abbassamento del morbimento nel tempo è ritenuto nella normalità, inalterabile che in ogni caso vanno spesso sostituite, aragiate, sprinciate.

Garantisce 5 anni la tenuta delle cuciture.
Sono esclusi dalla garanzia i rivestimenti esterni, tessuto o pelle. In quanto non è possibile determinare le condizioni d'uso. La garanzia decade quando il prodotto sia stato usato in modo improprio, sia stato manomesso, modificato o riparato da personale estraneo alla Verzelloni. La garanzia è valida solo nei confronti dell'acquirente originario. Non vengono garantiti eventuali danni causati dal trasporto. In caso di reclamo giustificato la richiesta d'intervento va inoltrata solo ed esclusivamente al rivenditore.

La garanzia consiste nella sostituzione o riparazione delle parti difettose dopo un sopralluogo da parte di funzionari della Verzelloni.
Per la validità della garanzia è necessario essere in possesso del relativo certificato di garanzia, con timbro, firma e data d'acquisto, apposti dal rivenditore, e ricevuta dell'invio alla rete, solo entro 10 giorni dalla data dell'acquisto, del tagliando di comanda.
La garanzia esclude qualsiasi richiesta di rimborso per danni di qualsiasi natura.

In conformità alla legge sulla riservatezza (art. 10 legge n° 675/1996), si fa presente che i dati da Lei forniti verranno utilizzati esclusivamente per l'invio di materiale amministrativo, commerciale e promozionale derivante dalla nostra attività.

Limits and terms of Warranty

Verzelloni guarantees its frameworks for 5 years, provided the defects is a manufacturing defect; they have not been used improperly; the defects do not derive from neglect or accident. It guarantees its cushions for 5 years; excluding defects due to accident or improper use, taking into account that a slight sagging of the padding over time is considered to be in the norm; in any case, the padding should be beaten, aired and fluffed up often.

It guarantees the stitching for 5 years.
Warranty excludes the outer covers, fabric or leather, since it is not possible to determine the conditions of use. Warranty is forfeited when the product has been used improperly, tampered with, modified or repaired by persons extraneous to Verzelloni.
Warranty only holds for the original purchaser.
Warranty does not cover damage caused by transportation. In the case of a justified claim, the application should be sent only to the dealer.
Warranty consists of replacement or repair of the defective parts after inspection by Verzelloni officers.

For warranty to be valid, it is necessary to have the relative warranty certificate, with the dealer's stamp and signature with the date of purchase, and a receipt for sending the coupon to our offices no later than 10 days after the date of purchase. Warranty excludes compensation for damage of any nature whatsoever.

Garantiehbedingungen und Einschränkungen

Verzelloni garantiert 5 Jahre Garantie auf die Struktur, falls es sich hierbei um einen Produktionsfehler handelt und nicht um unangemessenen Gebrauch oder Fehler nicht auf sorglose Handhabung oder Ähnliches zurückzuführen ist, oder der Fehler nicht zufällig entstanden ist.

5 Jahre Garantie auf die Kissenpolsterung, falls es sich hierbei nicht um zufällige Schäden oder unangemessenen Gebrauch handelt. Eine leichte Senkung der Polsterung wird im Laufe der Zeit als normal betrachtet, sie sollte vor allem regelmäßig ausgeklopft, gelüftet und aufgeblasen werden.
Die Außenbezüge sind von der Garantie ausgeschlossen, da für die Stoff- oder Lederbezüge entsprechenden Einsatzbedingungen nicht bestimmt werden können.
Die Garantie verfällt wenn das Produkt unangemessen benutzt und Dritten, von Verzelloni fremdes Personal, verändert oder repariert wird.
Die Garantie gilt nur für den ursprünglichen Käufer. Für eventuelle Transportschäden wird keine Haftung übernommen. Im Falle einer berechtigten Reklamation ist der Schaden einzig und allein dem Wiederverkäufer zu melden.
Die Garantieforderung besteht im Austausch oder der Reparatur des defekten Teils was durch eine Übertragung von der Garantie ist der Nachweis durch die Garantiekunde mit Stempel, Datum und Unterschrift des Wiederverkäufers, sowie durch den Erwerb der Garantie an den Hersteller innerhalb von 10 Tagen nach Erwerb, zu erbringen.
Die Garantie schließt jede Art von Schadensersatz aus, egal aus welchem Grund.

Die Garantie besteht in der Ersatzlieferung oder Reparatur der defekten Teile nach einer Inspektion durch Verzelloni-Mitarbeiter.
Für die Gültigkeit der Garantie ist der Nachweis durch die Garantiekunde mit Stempel, Datum und Unterschrift des Wiederverkäufers, sowie durch den Erwerb der Garantie an den Hersteller innerhalb von 10 Tagen nach Erwerb, zu erbringen.
Die Garantie schließt jede Art von Schadensersatz aus, egal aus welchem Grund.

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Quality warranty

To confirm the actual intrinsic quality of the materials used and the thoroughness of all the subsequent manufacturing cycles, Verzelloni attaches an official certificate to all its products, with validity 5 years, guaranteeing the reliability of the framework, stitching and padding of the cushions.



Limits and terms of warranty:

- Warranty covers only manufacturing defects, provided the products have not been used improperly, the defects do not derive from neglect or accident. As regards the cushions, it is necessary to take into account that a slight sagging of the padding over time is considered to be in the norm; in any case, the padding should be beaten, aired and fluffed up often.
- Warranty excludes the outer covers, fabric or leather, since it is not possible to determine the conditions of use.
- For warranty to be valid, it is necessary to have the relative warranty certificate, which accompanies each product, with the dealer's stamp and signature with the date of purchase, and a receipt for sending the coupon to our offices no later than 10 days after the date of purchase.
- Warranty excludes compensation for damage of any nature whatsoever.





Through its entirely and exclusively Italian production chain, each product manufactured by Verzelloni is entitled to receive a “Made in Italy” label.

To confirm this statement, every item is provided with a Product Sheet with the indication of technical and manufacturing data, general information for good maintenance, as well as technical specifications with the description of materials used to

manufacture every product. Where necessary, instructions are provided with pictures showing the right assembly procedure as well as the procedure to remove and put back the cover from/to the purchased model. In attachment to the Product Sheet, a sample of the cover used is delivered with a label showing fabric composition, instructions for maintenance and washing,

and any additional information about the main fabric features.





VERZELLONI

made in Italy

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