

# TradeSofas.com

## TRADE SOFAS - WARRANTY & GUARANTEE PROCESS

There is a 12 month warranty on every sofa sold from Trade Sofas, please retain your receipt as proof of purchase and guarantee.

Our staff are on hand to help with any issues you may have with your sofa/s. Our fully trained technician is on hand to rectify most issues in a single visit. It is important to note that in some instances the correct care and maintenance may be the cause of some issues, such as sitting on sofa arms etc.

Our warranty process relies on the accurate identification of an issue from you the customer. This means that we will require detailed information from you and photographic evidence where possible in order to obtain a full diagnosis of the issue. It may also be necessary for us to contact you further to address any questions relating to the issue that we may have.

Where a home visit is required we will endeavour to provide a fast, single visit solution, based on all of the information given, within a 10 day period. Where there is a longer lead time for parts to be ordered and arrive we will update you and endeavour to maximise the waiting time to a 6 week period. Where a repair or replacement of parts is not deemed suitable an alternative solution will be provided.

Contact can be made through telephone, email or contact form via our website, [www.tradesofas.com](http://www.tradesofas.com).