

vidaXL Furniture — General Product Manual & After-Sales Guide

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About the Brand

vidaXL is an international furniture and home goods brand headquartered in the Netherlands. Its product range covers furniture, garden, pet supplies, sports and fitness, and more, sold in over 30 countries and regions worldwide. This manual applies to all vidaXL furniture products purchased through authorised distribution channels.

1. Unboxing Inspection

Upon receiving your product, please complete the following checks **within 48 hours** of delivery:

1. **Inspect the outer packaging** — Check the carton for visible damage, dents, or moisture. If severe damage is found, photograph the packaging while the courier is present and note “outer packaging damaged” on the delivery receipt.
2. **Verify the parts list** — Cross-check all components, screws, and accessories against the parts list included in the package.
3. **Inspect the product surface** — Check for scratches, colour inconsistencies, deformation, or other quality issues.
4. **Retain packaging materials** — We recommend keeping all packaging until you have confirmed the product is in perfect condition, in case a return or exchange is required.

 **Important:** Shipping damage reported after 48 hours may not be eligible for freight insurance claims. Please inspect your order promptly.

2. Assembly Instructions

2.1 Before You Begin

- Read the **assembly diagram** (illustrated guide) included in the package and familiarise yourself with all steps before starting

- Prepare the required tools — typically a Phillips screwdriver and an Allen key (usually included with the product)
- Assembly by **2 or more people** is recommended to avoid product damage or personal injury
- Assemble on a flat, clean surface to prevent scratching the product

2.2 Assembly Notes

- Follow the numbered steps in the diagram **in order** — do not skip or reverse steps
- Hand-tighten all screws first to position the structure, then use tools to fully tighten once assembly is complete, to prevent misalignment
- Apply even force when assembling wooden products — avoid striking forcefully, which may cause the wood to crack
- Once assembly is complete, check that all joints are secure and gently test stability

2.3 Weight Capacity

Product Type	Recommended Maximum Load
Bed frames (single / double)	As stated on the product page
Bookshelves / storage units	Do not exceed the stated load per shelf
Dining tables / desks	Distribute weight evenly; avoid concentrated heavy loads
Chairs / stools	As stated on the product page; do not stand on the product

 **Warning:** Exceeding the maximum load capacity may result in product damage or personal injury. Damage caused by overloading is not covered under the after-sales warranty.

3. Use and Care

3.1 General Usage Guidelines

- Avoid placing the product in **direct sunlight** or **damp environments** to prevent fading, warping, or mould
- Wipe wooden products dry immediately if they come into contact with water
- Keep metal components away from corrosive liquids (e.g. bleach, acidic cleaners)

- Protect upholstered and velvet surfaces from sharp objects; scratches from pet claws may cause irreparable damage

3.2 Cleaning Guide

Material	Cleaning Method
Solid wood / engineered wood	Wipe with a dry or slightly damp soft cloth; avoid excess water; apply furniture wax periodically
Metal frame	Wipe with a dry cloth; neutral detergent may be used; dry thoroughly afterwards to prevent rust
Fabric upholstery	Pat with a dry cloth to remove dust; spot-clean stains with a mild detergent; allow to air dry
Velvet / plush fabric	Brush gently in the direction of the pile with a soft brush; avoid rubbing; keep away from direct sunlight
Glass panels	Clean with glass cleaner or a damp cloth; avoid impact; do not handle broken glass with bare hands
Leather / faux leather	Wipe gently with a dry cloth; apply leather conditioner regularly; avoid direct sunlight to prevent cracking

3.3 Long-Term Storage

- When not in use for extended periods, cover with a dust sheet and store in a dry, well-ventilated area
 - When disassembled for storage, place screws and small parts in a sealed bag and label with the product name
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4. After-Sales Service Policy

4.1 Warranty Period

Product Type	Warranty Period
Indoor furniture (bed frames, tables, chairs, cabinets, etc.)	2 years from date of receipt
Outdoor furniture (garden tables, chairs, parasols, etc.)	1 year from date of receipt
Accessories and consumables (cushions, fabric covers, etc.)	6 months from date of receipt

Within the warranty period, damage caused by product quality defects (not user-inflicted damage) is eligible for free repair, replacement parts, or exchange/refund.

4.2 Scope of After-Sales Coverage

The following are covered under our after-sales warranty:

- ✔ Structural damage under normal use (e.g. frame breakage, connector failure)
- ✔ Visible manufacturing defects (e.g. wood splitting, metal rusting, weld separation)
- ✔ Shipping damage identified upon delivery (photographic evidence required within 48 hours)
- ✔ Missing parts or incorrect items received
- ✔ Product significantly different from the description (major discrepancies in colour, size, or material)

The following are NOT covered under our after-sales warranty:

- ✘ Claims submitted after the warranty period has expired
- ✘ Damage caused by misuse, overloading, modification, or abnormal use
- ✘ Damage caused by incorrect self-assembly
- ✘ Normal wear and tear, minor surface scratches, or natural ageing
- ✘ Damage caused by force majeure events (fire, flood, earthquake, etc.)
- ✘ Damage resulting from failure to follow the care instructions (e.g. wood warping due to moisture)

4.3 Returns and Exchanges Policy

Right of Withdrawal (applicable to EU consumers)

Under EU consumer protection law (EU Directive 2011/83/EU), consumers have a **14-day cooling-off period** from the date of receipt, during which they may return the product without providing a reason.

- Returned products must be **unused and unassembled**, with all original packaging intact
- Return shipping costs are borne by the consumer (exceptions may apply)
- Refunds will be processed within **14 business days** of receiving and inspecting the returned item, via the original payment method

Returns and Exchanges for Quality Issues

- **Within 48 hours of receipt:** If shipping damage is identified, submit photographic evidence to apply for a replacement or full refund
- **Within the warranty period:** If a quality defect is identified, submit photographic or video evidence; resolution options include replacement parts, exchange, or refund depending on the situation

4.4 After-Sales Request Process

Step 1: Contact After-Sales Support

- Provide **order** number / product name / SKU
- Describe the issue (written description + photos/video)
- State your preferred resolution (replacement parts / exchange / refund)

Step 2: Review **by** Support Team (1-3 business days)

- Approved → Resolution plan communicated
- Additional information required → Customer contacted **for** follow-up

Step 3: Resolution Executed

- Replacement parts: dispatched within **5-15** business days
- Exchange: collection arranged, replacement dispatched
- Refund: processed within **14** business days **of** receiving the **return**

4.5 Contact After-Sales Support

Channel	Details
Platform messaging	Contact the seller via the messaging system on the purchasing platform
Email	Refer to the seller contact page on the purchasing platform
Response time	Within 24 hours on business days (public holidays may cause delays)

 **Please have the following ready when submitting an after-sales request:** ① Order number; ② Photos of the product (including close-up of the issue); ③ Description of the problem; ④ Preferred resolution. The more complete your information, the faster we can assist you.

5. Safety Warnings

-  **Child safety:** Keep small parts (screws, pins, etc.) out of reach of children to prevent accidental ingestion
-  **Glass products:** Broken glass poses a risk of cuts — do not handle with bare hands; use thick gloves and a brush to clean up
-  **Heavy furniture:** Do not attempt to move large furniture alone — always use assistance to avoid injury
-  **Electrical safety:** For furniture with integrated lighting, ensure the power is disconnected before installation and follow the wiring instructions strictly
-  **Outdoor products:** Secure or store outdoor furniture before strong winds to prevent it from being blown over and causing injury
-  **Climbing hazard:** Do not allow children to climb on furniture; tall, top-heavy items such as bookshelves and wardrobes should be anchored to the wall

6. Environmental Statement

vidaXL is committed to sustainable development. Our products and packaging adhere to the following environmental principles:

- Timber used in wooden products meets **FSC (Forest Stewardship Council)** certification standards (applicable to selected products)
 - Packaging materials are primarily cardboard and are fully recyclable
 - Products comply with the EU **REACH Regulation** and are free from hazardous chemical substances
 - Please dispose of packaging and end-of-life products in accordance with local recycling regulations
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7. Disclaimer

The content of this manual provides general guidance. For specific assembly steps, load capacities, and material care instructions, please refer to the product-specific manual included in the packaging. The seller and brand shall not be held liable for product damage or personal injury resulting from failure to follow the instructions.

This product is sold by an authorised vidaXL distributor. After-sales services are provided by the authorised distributor and operate independently of vidaXL's direct after-sales service system.

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