



# Quality Pass Part I

Important information



**ROLF  
BENZ**



# Thank you for your trust.

We are delighted that you have chosen a ROLF BENZ product.

ROLF BENZ stands for “Human Loving Design” and for furniture that is both beautiful and makes life more enjoyable. With well-known designers, first-class materials and traditional craftsmanship, our company strives for the highest quality and timeless design. After all, nothing is more sustainable than a long lifetime. Our innovative seating furniture offers optimal comfort whilst also meeting the strictest criteria when it comes to healthy living environments and environmental protection.

ROLF BENZ upholstered furniture is produced entirely in-house, largely by hand, at our two factories located close to our headquarters in Nagold on the edge of the Black Forest. The process covers everything from frame construction and carpentry to cutting and sewing to upholstery. Order-based production allows customers to select products and materials individually and according to their needs. This creates unique items that guarantee a very personal living experience. Comprehensive quality management, meticulous inspection of every piece of furniture and close cooperation with the German Association of Quality Furniture (Deutsche Gütegemeinschaft Möbel, (DGM)) all provide the additional security you require.

Proper use and maintenance are also especially important to ensure you enjoy your furniture for many years to come. You will find the information on using and caring for your furniture that is available on the following pages and on [www.rolf-benz.com/qualitypass](http://www.rolf-benz.com/qualitypass) useful for the many years you will spend with your upholstered furniture.





## Part I Important information

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# More than just sitting correctly: **The seat of healthy relaxation.**

For thousands of years, furniture has been inseparably linked with human culture. And since time immemorial, it has been judged by its beauty, its comfort and its serviceability. For the manufacturer of high-grade brand name furniture, setting the very highest standards in this regard is a matter of course. Rolf Benz has been a consistent champion of the quality concept since first founding the company.

And for us, this concept is inextricably linked with the commitment to make healthy living an integral aspect of product policy. As a result, the term Quality at Rolf Benz also encompasses adherence to the requirements of modern healthy living in furniture.

We consider this “invisible” quality factor to be of central importance to you as a customer, and also to represent a decisive distinction between our products and those that are unable or unwilling to meet this demanding standard.

Above and beyond adherence to statutory requirements, which is taken as a matter of course, the Rolf Benz collection is certified with the “Blue Angel”. Furthermore, as a voluntary member of the German Quality Association for Furniture (DGM), Rolf Benz is committed to far more wide-ranging measures. For certain pollutants, for example, limiting values have been defined that are lower than those prescribed by law. In addition, the requirements of the DGM also restrict pollutants that are not subject to any statutory regulations.



[www.blauer-engel.de/uz117](http://www.blauer-engel.de/uz117)

- low emissions
- low pollutant content



# Complex padding techniques for outstanding comfort.

The padding – the very heart of comfort – is invisible. It is what determines the comfort of an armchair, sofa or chair.

For the high-quality ROLF BENZ ranges, quality is synonymous with a complete system: multi-layered in structure and safeguarded by multiple quality assurance stages. Whether an extremely soft, deliberately casual padding or a compact, voluminous cushion structure is selected, the materials and workmanship must always be precisely coordinated to each specific model and carefully tested in their function.

Seating comfort may vary even where the same padding structure is used, depending on different element widths or depths as well as differing shapes (for example corner elements, functional components, upholstered elements often have a different construction and therefore differ in seating comfort from the adjoining modular elements).

Because of the many soft materials involved, upholstered furniture cannot be manufactured exactly to the centimetre. Upholstery is entirely hand-crafted; dimensions should therefore always be regarded as approximate. Deviations of up to approx. 4 cm are possible (in individual cases, and particularly with linked suites, even beyond this). Such tolerances are permissible under the testing and quality regulations of the DGM (RAL-GZ 430).

**The upholstery cover is processed in a way that is adapted to the deliberately soft, casual surface of the padding. The formation of waves and seat impressions in the cover is an unavoidable natural characteristic and does not constitute a quality defect.**

The German Furniture Quality Association fundamentally distinguishes between three different upholstery appearances: firm, casual and particularly casual. A particularly casual upholstery is characterized by a

pronounced wave pattern already visible in the new condition, which is design-, model- and construction-related. Casual upholstery describes the typical product characteristics mentioned above developing after use. Please also note the information on pages 12/13 for these two upholstery types.

A firm upholstery style is not found within the ROLF BENZ collection.

The cover drapes gently around the padding, allowing the comfort to fully unfold. You sit softly and comfortably “in” the padding rather than on it. The upholstery appearance and the cover only develop their characteristic “homely” expression through use. For this reason, large upholstered pieces should not be used one-sidedly in a single place, but alternately across the entire seating surface.





## Exclusive, easy-care covers:

Based on the test results, Quality Management classifies the fabrics and leather into three categories:

- Outstanding test results
- Meets test requirements
- Limited durability

The COMFORLUX traffic light system serves as a guide for selecting covers:



ComforLux élégance is designed for connoisseurs and lovers of refined covers, offering particularly fine qualities with unique comfort properties (raw materials, workmanship, feel, etc.), comparable to a cashmere sweater for the sofa. A reduced level of durability and a higher care requirement are therefore entirely natural.



ComforLux optima offers an ideal synthesis of comfort and wear resistance. Ideal for normal wear.



ComforLux supra appealing and extremely durable quality, a very high abrasion resistance and above average light fastness. Ideal when subject to greater than normal wear or exposure to sunlight.

# Different comfort/surface versions.

Characteristics typical of the upholstery and covers: ROLF BENZ uses sophisticated upholstery technology so that you don't sit on the cushion, you sit comfortably in it. The surface will adopt a more casual appearance through use over time. Please note our care tips in this brochure. For more information, see: [www.rolf-benz.com/qualitypass](http://www.rolf-benz.com/qualitypass)

Waves of varying intensity may appear depending on the properties of the cover, the seating comfort you choose and how you use the furniture. Below are a few examples:

**1.** This is an example of a casual upholstery design. The high-quality ROLF BENZ sandwich construction is covered with a double-sided, laminated polyester fleece. You can clearly see which seat has been used from the waves that are formed. Tip: plump up the seat cushions regularly and smooth the cover outwards across the entire width of the seating area.



**2.** Here we can see upholstery with a mat that is sewn into chambers that are filled with foam rods and polyester fibres. You can see the small chamber markings through the cover. Tip: plump up the seat cushions regularly and smooth the cover outwards across the entire width of the seating area.



**3.** You can see the filling material in the individual chambers at the front edge of the seat. With smooth and finer cover materials the properties that are typical of the products can clearly be seen.

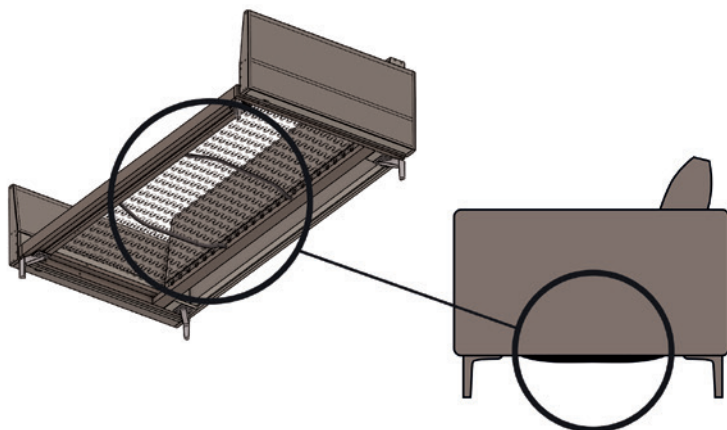
Tip: lift up the loose seat cushion slightly and let it fall back down. Then plump up the upholstery from the outside in, and smooth the cover outwards across the entire width of the seating area.



You can lessen the appearance of waves with a simple routine and maintenance after using your upholstered furniture. You should also sit in a different seat from time to time so that the entire area wears evenly.

### **Seat suspension bracket with upholstered furniture with steel wave spring suspension:**

This steel bracket, also called a seat suspension bracket, is required for structural reasons. It may be visible at two points under the covering material.







# Rolf Benz manufacturer warranty.

## **1. Statutory warranty**

Regardless of the Rolf Benz manufacturer warranty described below, the end customer has statutory warranty rights vis-à-vis the respective dealer in accordance with the provisions of the German Civil Code (Bürgerliches Gesetzbuch (BGB)). These rights apply for 24 months after the goods are delivered to the end customer - and in addition to the manufacturer warranty – and are neither restricted nor replaced by this warranty.

## **2. The Rolf Benz manufacturer warranty**

Rolf Benz grants the end customer a warranty for the repair of the upholstery within a period of 10 years. The warranty covers repairs to the upholstered structure but does not cover other services such as subsequent delivery, returns, reductions or compensation for damages.

### **3. Requirements for obtaining the Rolf Benz manufacturer warranty.**

- The Rolf Benz manufacturer warranty requires the end customer to successfully register via the Rolf Benz registration portal within 90 days of the order being produced (production date).
- Registration is possible using the QR code that is attached to the furniture as a hanging tag or by using the QR code on the attached card.
- The calendar week of production (production date) of the order can be found on the product label sticker. In addition, following successful registration via the registration portal, the customer will be informed about the validity period of the Rolf Benz manufacturer warranty.
- If delivery takes place two months or more after the production date noted on the upholstered furniture, through no fault of the customer, the registration period can exceptionally be extended to the period of one month after the actual delivery took place. When registering the manufacturer warranty, the customer has to submit evidence that the upholstered furniture was delivered two months after the production date. This does not result in an extension of the warranty period.
- Failure to comply with the registration period will cause the warranty to be void.
- The purchase agreement or the invoice must be presented to claim under the Rolf Benz manufacturer warranty.

### **4. Validity period of the Rolf Benz manufacturer warranty**

The Rolf Benz manufacturer warranty is valid for 10 years and starts after completion of production (production date), taking Point 3, Prerequisites for obtaining the Rolf Benz manufacturer warranty into account.

### **5. Scope of warranty on upholstered furniture**

Upholstered furniture from the Rolf Benz brand meets the highest requirements regarding quality, seating comfort and healthy living.

On the basis of our stringent internal quality standards that go beyond statutory requirements and technical standards, as well as the inspection and quality requirements of the German Association of Quality Furniture (DGM), RAL-GZ 430 (in the version valid at the time of production), we provide a warranty for the construction, framework, upholstery material, functional fittings and workmanship, in accordance with the relevant industry standard, for the entire upholstery structure.

The warranty period of the Rolf Benz manufacturer warranty covers 10 years in total and begins with the production date, provided the end customer has registered the product on time according to Point 2.

Within the 10 year warranty period, all justified complaints that are attributable to defects in material or workmanship upon delivery will be rectified free of charge and without usage fees.

This means that in the event of a justified warranty claim, Rolf Benz will bear the expenses necessary for rectification purposes and in particular, transport costs, road costs, labour and material costs. The transaction will be handled by service and transport partners named by Rolf Benz. Contact must be made with Rolf Benz before third parties are commissioned and confirmation that the costs will be covered by Rolf Benz must be obtained.

If no warranty claim exists, there is no entitlement to reimbursement of incidental expenses (such as transport or assembly costs). The same applies to costs that were not necessary or that were incurred without prior consultation with Rolf Benz.

Proper use, normal wear and tear and regular care in accordance with the care instructions provided upon delivery are all prerequisites.

## 6. Exclusions

- This warranty does not apply to wear and tear or improper use (such as use outside of the residential setting), soiling, inappropriate attempts at cleaning and maintenance as well as repairs and rectification attempts that were not carried out by persons authorised by Rolf Benz.
- Damage caused by pets and direct sunlight as well as by inappropriate use and care.
- A loss of height and decrease in hardness (softening) of the upholstery material and stretching of cover materials within the tolerances that are customary in the industry and typical for the material are not a reason for complaint.
- Quality changes due to environmental protection regulations and measures must also be accepted even without specific information.
- The formation of waves and seat indentations on the cover are determined by the model and material and do not constitute a quality defect. They are especially characteristic of soft, casual and deliberately casual upholstery surfaces. Furthermore, upholstery elements of different sizes and shapes may have different impression hardnesses depending on their design
- In addition to the cover materials (fabric and leather), retail products (coffee tables, dining tables, rugs, cabinet furniture, etc.), used furniture, stock and clearance goods are all excluded from the voluntary manufacturer warranty.
- This manufacturer warranty applies exclusively to consumers within the meaning of Section 13 of the German Civil Code. Entrepreneurs within the meaning of Section 14 of the German Civil Code are excluded from this manufacturer warranty.
- The entire Rolf Benz Outdoor collection is excluded from the manufacturer warranty.

The warranty period shall not be extended following repair or replacement.

## **7. Making a warranty claim**

- The warranty claim is submitted by the specialist dealer from whom the furniture was purchased. If the specialist dealer no longer exists, the warranty claim must be submitted directly to Rolf Benz (Tel: +49 (0) 7452 – 601 0).
- The purchase agreement or invoice must be presented.
- The furniture must be available for inspection and processing by Rolf Benz or their vicarious agents. After this inspection, a decision will be made whether or not a warranty claim exists.
- In Germany, in the event of a disagreement (regarding whether a warranty claim is valid), a publicly appointed and sworn expert for industrially manufactured upholstered furniture may be commissioned by mutual agreement. This expert shall inspect the piece of furniture as an arbitrator in order to determine, with binding effect for both parties, whether a warranty claim is valid. The costs for this shall be borne by the party that loses the arbitration within the warranty period.

There is no entitlement to reimbursement of incidental expenses of any kind (such as those for transport or assembly), see Point 5.

## **8. Scope**

The warranty assumes proper use in a residential setting. The warranty applies only to the original purchaser of the item of furniture and is not transferable.

The warranty is valid within the EU and Switzerland.

## **9. Relationship to the statutory warranty**

This manufacturer warranty does not affect the end customer's statutory claims against the dealer (Section 479 BGB).

It constitutes an independent warranty from Rolf Benz to the end customer.

# What to do in case of a complaint.

1. If you have a question relating to a Rolf Benz product, please contact your dealer, presenting your control slip and invoice. This will provide the dealer with the information he needs to answer your questions. Photos (overall photos and detailed photos with reference (e.g. measuring tape)) and a precise description of the complaint are necessary for a speedy decision-making process.
2. Your dealer will carry out an initial inspection of the cause of complaint and complete any small repairs there and then. If necessary, your dealer will get in touch with Rolf Benz and draw up a service record.
3. If your complaint is covered by the guarantee, the Rolf Benz after-sales service department decides whether the item of furniture must be returned to the factory or whether it can be repaired by Rolf Benz servicing staff on site.
4. In case of a difference of opinion, in Germany and by mutual agreement, the parties may appoint a publicly appointed and sworn expert on industrial upholstered furniture manufacture to assess the item of furniture as arbitrator at your premises in order to establish whether a guarantee claim is justified. The arbitrator's decision shall be binding for both parties.

The costs of the proceedings will be borne within the guarantee by the party deemed at fault by the arbitrator.

# Fabric care.



## Important information on serviceability and maintenance:

Given the wide spectrum of available upholstery covers on offer, it is particularly important to monitor all the decisive underlying values generally used to assess the quality of covers such as abrasion resistance, light fastness and fastness to rubbing, as stipulated by the requirements of the German Association of Quality Furniture.

Details of the precise material composition of the fabric you have chosen and its characteristics are enclosed together with the supplied original sample. We recommend you to keep this sample in a safe place. It may come in useful at a later date, for example to test for cleaning properties. Important information on care and maintenance is provided in the overview below and online at [www.rolf-benz.com/qualitypass](http://www.rolf-benz.com/qualitypass) and/or in the care instructions provided by the respective fabric manufacturers for certain upholstery materials.

The processing and delivery of fabric and leather from our collections are subject to the customary acceptable colour discrepancies and differences in quality, including in comparison to the display samples in the showroom.

# Leather care.



## **Important information on serviceability and maintenance:**

The Rolf Benz collection features only selected quality leathers from experienced tanneries which are processed, tanned, dyed and dressed with the greatest of care.

The natural features typical of genuine leather – some examples are provided on this page – are an integral part of the workmanship and do not constitute grounds for complaint. These natural features do not in any way detract from the quality characteristics of the leather. They therefore do not constitute any justified legal complaint. When selecting cuts, every care is taken to ensure that particularly marked occurrences of natural features are processed accordingly.

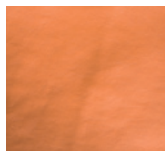
Genuine leather naturally stretches over time. With normal use, this causes a natural creasing process and also results in the formation of impressions (dips) in the seat surface cover. Depending on the structure, fineness and type of leather, material elasticity can vary, making each individual item of leather furniture unique.

The processing and delivery of leather from our collections with a natural grain pattern are subject to the customary acceptable colour discrepancies and differences in quality as well as structural inhomogeneities, both within one and the same piece and between the different pieces of a group.

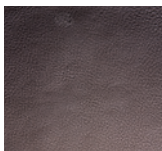
More detailed information can be found at:

[www.rolf-benz.com/qualitypass](http://www.rolf-benz.com/qualitypass)

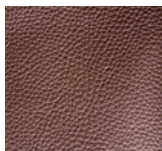
#### Leather – a gift of nature:



Veininess



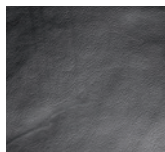
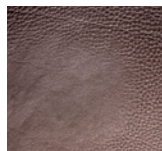
Stains



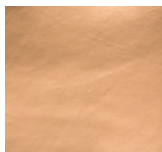
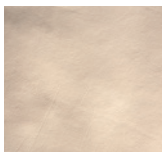
Hair follicles



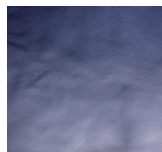
Rough patches



Grains



Tags



# Part II

(only available online)



For more detailed information about the following topics relating to ROLF BENZ products, see: [www.rolf-benz.com/qualitypass](http://www.rolf-benz.com/qualitypass)

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## General information about the upholstery structure

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### Important instructions for use and care

- |                                        |                                                 |
|----------------------------------------|-------------------------------------------------|
| - Pressure marks on floors             | - Pilling                                       |
| - Use and seating habits               | - Cleaning                                      |
| - Wave formation                       | - Colour transfer from jeans and other clothing |
| - Appearance of chambers and rods      | - Real wood                                     |
| - Wrinkling on curves and curved forms | - Solid wood                                    |
| - Functions                            | - Wood veneer                                   |
| - Light                                | - Walnut                                        |
| - Indoor climate                       | - Oak                                           |
| - Odours                               | - Ceramic                                       |
| - Colours                              | - Natural stone                                 |
| - Maintenance care                     | - Real stone veneer                             |
| - Stains                               | - Glass                                         |
- 

### Caring for fabric covers

- Care tips in brief
- Maintenance care for fabric covers
- Change in pile direction
- Interim cleaning of fabric covers
- Stain chart

### Caring for furniture leather

- Protect from direct sunlight
  - Colour transfer from jeans and other clothing dyes
  - Care recommendations for leather
  - Stain removal
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## Re-upholstery

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For specific information relating to your Rolf Benz furniture, see the accompanying product information.



For all questions regarding fabric cleaning and care,  
please contact:

LCK Vertriebs-GmbH  
Im Unterfeld 3  
76698 Ubstadt-Weiher  
Germany  
Phone: +49 07251 9625-0  
Website: [www.lederpflege.de](http://www.lederpflege.de)  
Email: [info@lederpflege.de](mailto:info@lederpflege.de)



# Congratulations

## on your new upholstered furniture.

You can rest assured that this product has been manufactured by experienced specialists in Germany. Our high level of expertise in materials and production methods as well as the Rolf Benz standards of workmanship all go into the manufacture of your upholstered furniture. Consistently high standards of quality awareness in all stages of production guarantee its excellence.

I was personally responsible for the quality manufacture of your furniture in our upholstery division and carried out the final inspection. It has been a pleasure working for you and we hope your new upholstered furniture will bring you lasting satisfaction and countless hours of comfort.

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My name

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Date

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