

RETURN / DAMAGE CLAIM INSTRUCTIONS

1. **DO NOT** discard of the box / original packaging.

In case a return is required, the item must be returned in original box. Without this your return will not be accepted.

2. Take a photo of the box markings.

A photo of the markings (text) on the box is required in case a part is needed for replacement. This helps our staff identify your product number to ensure you receive the correct parts.


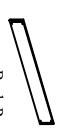







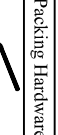
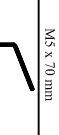



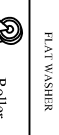




3. Take a photo / Video of Damage (if applicable).

A photo /Video of the damage is always required to file a claim and get your replacement or refund processed quickly. Please make sure you have the box even if it is damaged.

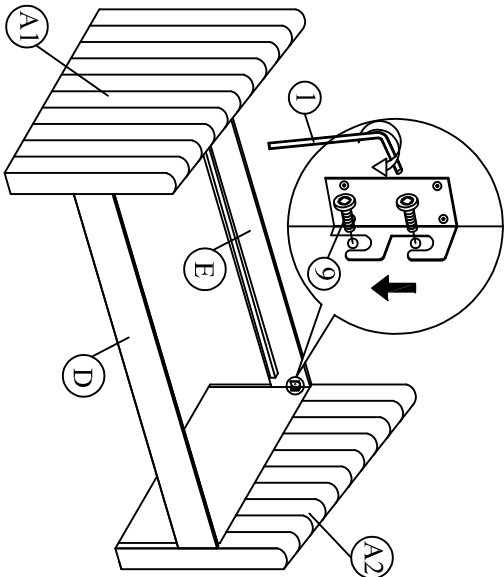
4. Send us an email with the images requested.

Email us directly with the attached images, order number (SOXXXX) and a description of your claim.

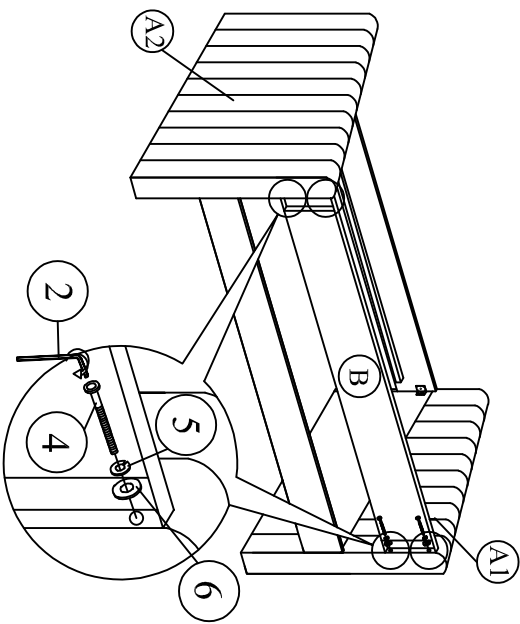
Auckland / Waikato / BOP Branch:	sales@tsbliving.co.nz
Christchurch Branch:	customersupport@tsbliving.co.nz
Wellington Branch:	wellington@tsbliving.co.nz

	Arm	
A	A1 	2 pcs
B	Back Panel 	1 pc
C	927mm Slat 13 Pcs 	1 pc
D	Front Side Rail (PU) 	1 pc
E	Back Side Rail 	1 pc
F	Trundle Front Panel (PU) 	1 pc
G	Trundle Back Panel 	1 pc
H	Trundle Side Panel 	2 pcs
I	927mm Slat 13 Pcs 	1 pc
J	Wooden Block 	4 pcs
Packing Hardware		
1	M5 x 70 mm 	1 pc
2	M4 x 65 mm 	1 pc
3	CSK M4 x 32mm 	58 pcs
4	JCBC M6 X 50 	4 pcs
5	SPRING WASHER 	4 pcs
6	PLAT WASHER 	4 pcs
7	Roller 	6 pcs
8	CSK M4 x 16 mm 	24 pcs
9	JCB8 M8 X 20 	16 pcs

Step 1 : Attach side rail (D) & (E) to arm (A) by pushing the bracket down to fit it.

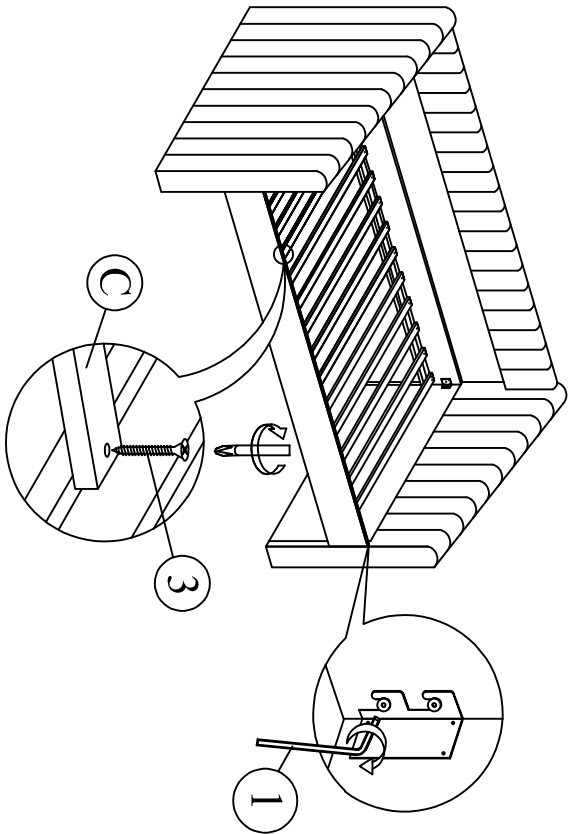


Step 2 : Attach the Back Panel (B) to the arm (A) as shown.

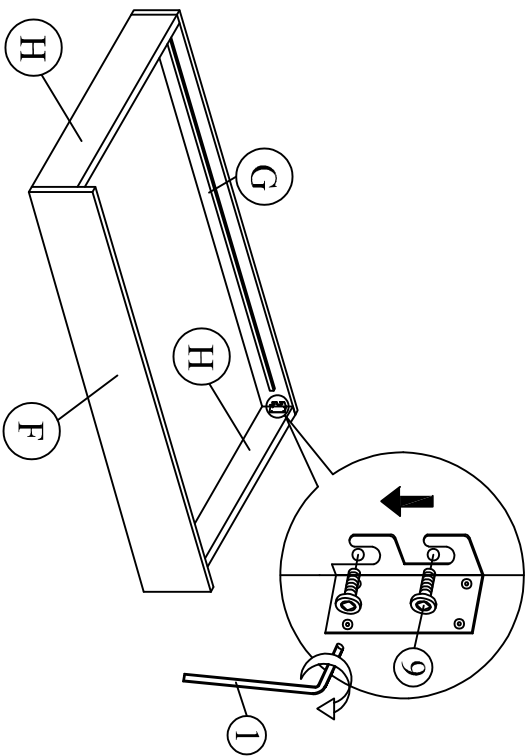


BACK VIEW

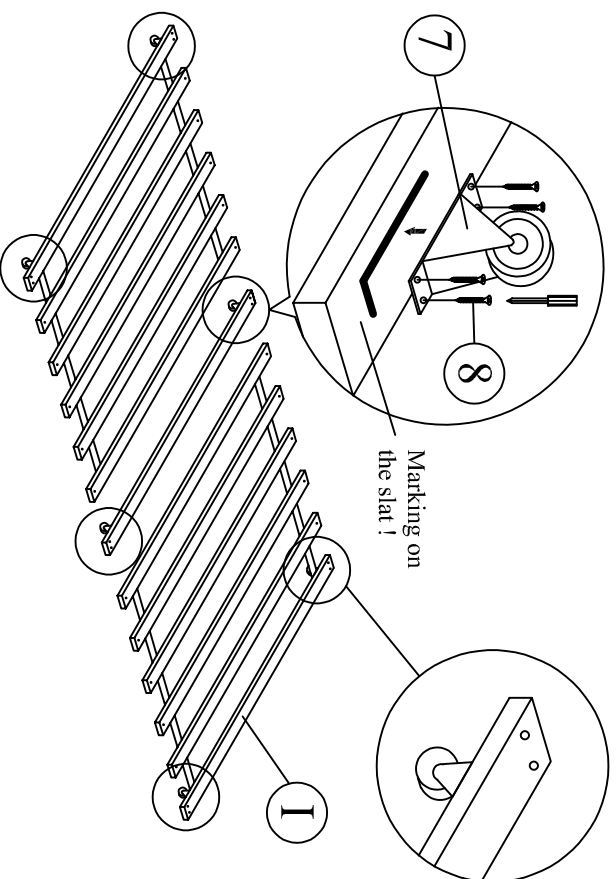
Step 3 : Tighten the 4 Corner with Allen Key (1). Install the slats to side rail. Tighten the slats with CSK screw (3). The distance of the slats should be sufficient to obtain desirable bed stability.



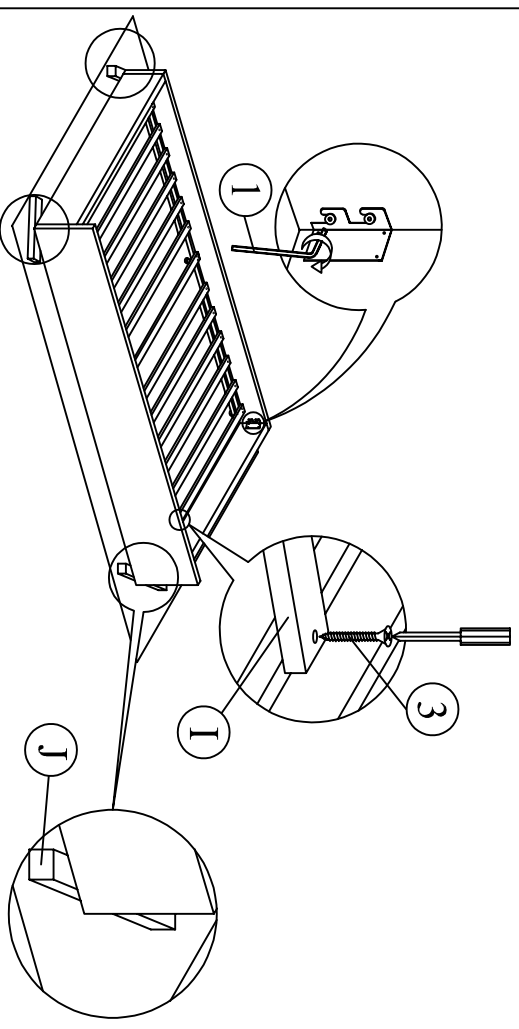
Step 4 : Attach trundle side panel (H) and trundle front panel (F) to trundle back panel (G) by pushing the bracket down to fit it.



Step 5 : Affix the roller (7) to the slat (1) follow the marking on the slat (1).



Step 6 : Place the wooden blocks (J) at the corner of the trundle and fix the slat (1) to the trundle at (F) & (G).



Step 7 : Assembly is complete.

