



VIVERE CACSO.2022.AU Cacoon Songo Instruction Manual

[Home](#) » [VIVERE](#) » VIVERE CACSO.2022.AU Cacoon Songo Instruction Manual 

VIVERE CACSO.2022.AU Cacoon Songo Instruction Manual



Contents

[1 Package Content](#)

[2 Installation](#)

[3 TERMS AND CONDITIONS](#)

[4 CLAIM REPLACEMENT PART – HOW TO FILE A WARRANTY CLAIM](#)

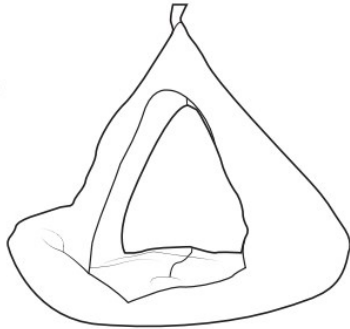
[5 Documents / Resources](#)

[5.1 References](#)

[6 Related Posts](#)

Package Content

1 × (A)



4 × (B)



1 × (C)



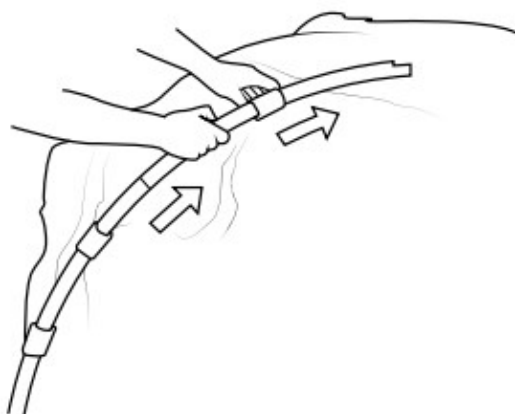
Make sure you have all of the parts listed.

Installation

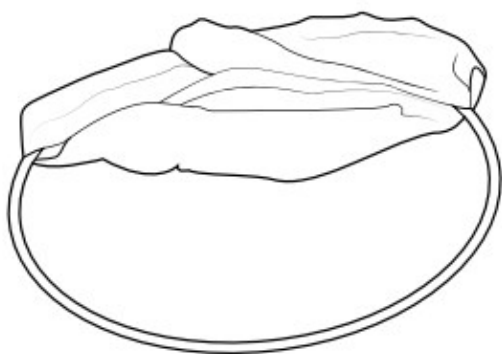
1



2



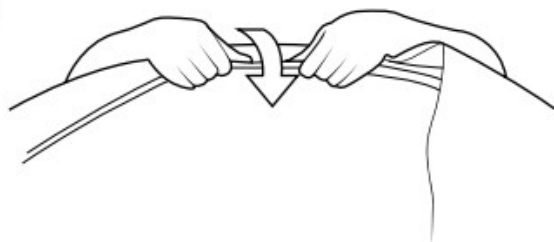
3



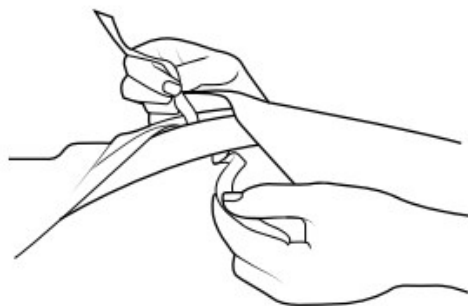
4



5



6



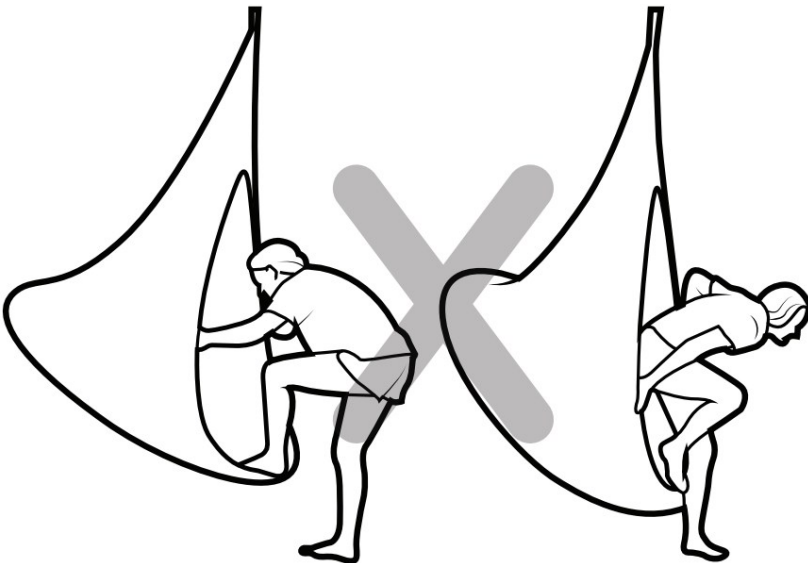
7



8



Sit down as you would in a chair



TERMS AND CONDITIONS

1. The following terms and conditions of sale ("Terms and Conditions") shall govern the sale by Vivere Ltd., ("Vivere") of products (the "Product" or "Products") enclosed with these Terms and Conditions and in accordance with the term hereof, to you (the "Buyer"), which may be made available for sale in certain regions by a regional or national distributor under license with Vivere (the "Distributor" or the "Distributors"). Certain additional terms may accompany the Products and shall apply.
2. Vivere reserves the right to add, delete, or amend these Terms and Conditions without prior written notice at any time, at Vivere's sole discretion. The current version of the Terms and Conditions available at

<http://www.vivere ltd.com/> warranty shall govern and/or be applicable to any Buyer's warranty claim or otherwise at the time of such warranty claim is commenced by the Buyer.

3. Vivere warrants to the Buyer that only the following Products will be free from defects in materials and workmanship for the period of twelve (12) months from the date of purchase: Hammocks, Hammock Chairs, Hammock Accessories, Outdoor Seating, and Loungers. Defects shall exclude any normal wear and tear of goods; color fade from sunlight, mold, mildew odour; improper use of a Product; reckless or negligent use of a Product; use of a Product by a Buyer or a party with access and use of a Product (a "User") where the Buyer or User, knows or ought to have known that such Product was defective in any manner whatsoever; and any defects caused by modification, improper assembly, disassembly, or abnormal weather conditions or temperature. Buyer's sole remedy and Vivere's sole obligation for breach of this warranty will be reasonable efforts to correct any nonconformance or, if this cannot be met in Vivere's sole discretion, the Buyer will receive a credit for, or a refund of, the purchase price (the "Limited Warranty"). Instructions and warnings related to the Products are attached.
4. The Limited Warranty shall be void if the Buyer fails to comply with all of the terms set forth in these Terms of Conditions, as well as where a Buyer or User:
 1. knows or ought to have known that a Product was defective prior to the use of the Product;
 2. uses the Product in a reckless or negligent manner;
 3. improperly uses, assembles, disassembles, modifies the Product, or
 4. fails to use the Product as directed. This Limited Warranty is the sole warranty offered by Vivere with respect to the Product, subject to these Terms and Conditions. Vivere does not assume any other liability in connection with the sale of the Product. No representative of Vivere is authorized to extend the Limited Warranty or to change it in any manner whatsoever. No warranty applies to any party other than the original Buyer. Any claims under the Limited Warranty may only be made to Vivere or a Distributor, as the case may be, and shall be inapplicable where a Product is returned to the seller where the Product was purchased.
5. VIVERE HEREBY DISCLAIMS ALL REPRESENTATIONS AND WARRANTIES OF ANY NATURE, WHETHER WRITTEN OR ORAL, EXPRESS OR IMPLIED BY LAW OR OTHERWISE, ARISING OUT OF OR RELATED TO THIS WARRANTY, THE PRODUCTS OR RESULTS DERIVED THEREFROM, INCLUDING WITHOUT LIMITATION, ANY WARRANTIES REGARDING ACCURACY, QUALITY, CORRECTNESS, COMPLETENESS, COMPREHENSIVENESS, SUITABILITY, COMPATIBILITY, MERCHANTABILITY, FITNESS FOR ANY PARTICULAR PURPOSE, OR OTHERWISE (IRRESPECTIVE OF ANY COURSE OF DEALING, CUSTOM, OR USAGE OF TRADE).
6. NOTWITHSTANDING ANYTHING CONTAINED IN THIS WARRANTY TO THE CONTRARY, IN NO EVENT SHALL VIVERE, ITS AFFILIATES AND SUBSIDIARIES, OR DISTRIBUTORS, OR ANY OF ITS OR THEIR RESPECTIVE DIRECTORS, OFFICERS, OR EMPLOYEES, BE LIABLE TO A BUYER, USER, OR ANY THIRD PARTY WHOSE CLAIM IS RELATED TO THIS WARRANTY, BE LIABLE UNDER ANY THEORY OF TORT, NEGLIGENCE, CONTRACT, OR OTHERWISE: (A) FOR LOST PROFITS, LOST REVENUES, LOST BUSINESS OPPORTUNITIES OR EXEMPLARY, PUNITIVE, SPECIAL, INCIDENTAL, INDIRECT, CONSEQUENTIAL, OR SIMILAR DAMAGES, EACH OF WHICH IS HEREBY EXCLUDED BY THIS WARRANTY, REGARDLESS OF WHETHER SUCH DAMAGES WERE FORESEEABLE OR WHETHER THE APPLICABLE ENTITY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES; OR (B) FOR ANY CLAIMS, DAMAGES, COSTS OF ANY NATURE IN EXCESS OF THE FEES PAID FOR THE PRODUCT BY THE BUYER, EXCLUDING ANY SALES TAXES APPLICABLE THERETO, AT THE TIME SUCH PRODUCT WAS PURCHASED. BUYER'S SOLE REMEDY FOR ANY DEFECTIVE PRODUCT WILL BE AS STATED

ABOVE.

7. All Products made available by Distributors are sold without any additional warranty from Vivere, but may be accompanied by a Distributor's warranty, as may be provided in any documentation that accompanies the Product. Where a Product is made available by a Distributor, any warranty and technical support provided on a Product is provided by such Distributor, not by Vivere. Any warranties or technical support on Product made available by a Distributor shall be the sole responsibility and obligation of such Distributor and the Buyer shall have no recourse to enforce such warranty as against Vivere.
8. These Terms and Conditions shall be construed in accordance with the laws of the Province of Ontario and the laws of Canada applicable therein without regard to principles of conflict of laws. The United Nations Convention on Contracts for the International Sale of Goods and the Uniform Law on the Sale of Goods, the Uniform Law on the Formation of Contracts for the International Sale of Goods are expressly excluded. Subject to Section 6 above, without limiting the foregoing, Buyer and Vivere irrevocably and unconditionally:
(a) agree that any suit, action, or other legal proceeding arising out of or relating to these Terms and Conditions must be brought in the Ontario Superior Court of Justice, in the City of Toronto;
(b) consents to the exclusive jurisdiction of such court in any such suit, action or proceeding; (c) waives any objection to the laying of the venue of any such suit, action or proceeding in any such courts; and (d) waives any right that it may have to assert the defence of forum non-conveniens in any such suit, action or proceeding.
9. Warranty claims shall be made to:
<http://www.vivereltd.com/>
Tel.: 61 409 918 108

CLAIM REPLACEMENT PART – HOW TO FILE A WARRANTY CLAIM

1. Take photos. Please take as many photos of the defective product(s) as you can to support your claim. The photos must clearly illustrate the impairment to help us confirm the claim.
2. Attach proof of purchase. Please provide the original proof of purchase. Please scan or take a photo of your proof of purchase and submit it with your claim along with your full address and phone number.
3. Submit by email. Please email your claim to: customerserviceaud@vivereltd.com
4. Response. A Vivere representative will work with you to resolve your claim as quickly as possible

We thank you for your interest in our products and we hope Vivere can inspire your outdoor living.
Warmest Regards,
Jason Stoter, President, Vivere Outdoor Pty Ltd.

Ideal Space needed to hang your Cacoon:

Songo Cacoon: 2.8m/110inch headroom | 2m/79inch floor space

Load Capacity Limit:

- Songo Cacoon: 200kg/440lbs

Warnings:

Check the Cacoon and its hanging system are in good condition.

Ensure you use a suitable knot to tie off your hanging rope to a strong hanging point.

Always tether when using the Cacoon.

Never exceed the load limit or hang the Cacoon higher than just above ground level (when fully laden)

Never hang the Cacoon where it can swing into a vertical surface as this will cause the fabric to wear; this is not covered under warranty. Never twist or spin in your Cacoon.

How to Use:

Set the height of the ring off the ground to the height of a standard seat.

Sit down in the Cacoon as you would a normal chair. Shift body weight to sit comfortably.

The tilt in the Cacoon is by design as it keeps one's head above their core. If one wants to be level, sit further back in the Cacoon.

To get out, put both feet firmly on the ground outside the Cacoon and stand up as if standing from a chair.

Never use ring-edge as a step, never step in or out of a Cacoon one foot at a time. Never stand in a Cacoon.

Care Instructions:

Always tether your Cacoon when not in use, especially in high winds.

Wash your Cacoon fabric at a maximum 30°C/86°F with natural detergent. Do not bleach.

Put the ring back into your Cacoon and hang dry – do not dry without the ring in place.

Do not tumble dry. Do not iron.

Or wipe down with warm, soapy water and wash off with clean water.

Please be advised: Mold is not a warranty issue but a climate issue.

To prevent airborne mildew, mold, and bacteria use an anti-mold and bacteria treatment which allows mold to be washed off and is safe and non-toxic. If mold has been allowed to take hold, it is possible to clean the unwashed fabric but staining may occur.

We recommend you wash the Cacoon and, when possible, take it down when not in use.

If water pools inside the Cacoon, you must tilt the Cacoon to let the water out (some will drain through the hole in the bottom of the Cacoon).

Fading/UV bleaching is not covered under warranty

Scan to view Assembly Video



VIVERE LTD.

Tel: 61 409 918 108

customerserviceaud@vivereltd.com

www.vivereltd.com



Documents / Resources



[VIVERE CACSO.2022.AU Cacao Songo](#) [pdf] Instruction Manual
CACSO.2022.AU Cacao Songo, CACSO.2022.AU, Cacao Songo, Songo

References

- [2022.au](#)
- [Vivere Australia](#)
- [Vivere USA](#)
- [Vivere USA](#)

Manuals+.