



THEURBANATIVE

hello@theurbanative.com
accounts@theurbanative.com
+27115687490
www.theurbanative.com

CLEANING & CARE GUIDELINES

TheUrbanative warrants the workmanship of each piece of furniture for 1 years from purchase date.

While all care is taken to manufacture furniture to the highest standard, this guarantee does not cover wear and tear. Care is taken during packaging however in the event that the furniture piece breaks during transport by the client, warranty will be limited.

LIMITATIONS & EXCLUSIONS TO THE WARRANTEE

Use of Products

The warranty is limited to the clear specification of the reasonable use. In the event of items ordered for commercial use, the client is required to notify the manufacturer in order for necessary changes to be made to materials to allow for the high traffic.

Care

Warranty limited to generally accepted cleaning and care guidelines as provided.

Fabrics

Fabrics supplied by TheUrbanative from its suppliers are not warranted as they are subject to wear and tear, however where available these fabrics are subject to supplier warranties. Specific fabric cleaning guidelines are available on request for each fabric.

Natural materials: Wood/ Marble

Variations created by nature including colour, grain and texture are not considered defects.





THEURBANATIVE

hello@theurbanative.com
accounts@theurbanative.com
+27115687490
www.theurbanative.com

GENERAL CARE

It is important to carefully read and follow any care instructions provided with the product. Natural materials used in the product may have variations in color and surface. Only mild cleaning agents should be used; avoid harsh chemicals. To maintain the color of the materials, keep them away from direct sunlight and heat sources. Protect surfaces from heat, humidity, and strongly colored items. Products not explicitly approved for outdoor use are intended for indoor use only and should not be used outside.

MAINTENANCE AND MOVING FURNITURE

To ensure safe moving, we suggest having two people lift the furniture from opposite ends. It is recommended to use old blankets to safeguard the floor while moving the furniture. Dragging the furniture across the floor should be avoided. After moving, tighten all bolts and screws before using the furniture again.

WALL-MOUNTED INSTALLATION

For hanging a product, select a robust fastener that matches the material of your wall, whether it's drywall, plaster, or brick. Ensure to test the fastener's strength before hanging anything on it. Before drilling into the wall, place an open envelope below the spot to capture the dust and keep your work area clean.

MILD & STAINLESS STEEL

We use powder coated steel, and in some cases, aluminium. Powder coated surfaces are harder and more durable than conventionally painted surfaces.

POWDER COATED STEEL (MILD & STAINLESS STEEL)

To maintain the surface of your product, use a soft, dry cloth. Water should be avoided, but if necessary, use a damp cloth and a small amount of pH-neutral detergent such as dishwashing liquid. After cleaning, wipe dry to prevent damage or marks. Harsh chemical, polish, or oil treatments should not be used as they may cause damage. Similarly, solvents such as nail polish remover or turpentine should be avoided. Avoid using Handy Andy or detergents containing ammonia or bleach, and abrasive cleaning materials such as scouring pads. Extended exposure to moisture may affect the surface finish, particularly if the powder coating has been compromised. Our products are intended for indoor use only, unless otherwise specified. Certain conditions apply to indoor use, and for more information, please refer to the powder-coated metal with anti-rust treatment.

WARRANTEES

Almost all powder contains UV protectants that maintain colour and gloss. The powdercoating is warranted for 1 yr; provided that no structural damage has occurred and that the cleaning guidelines provided are followed.



MILD & STAINLESS STEEL

We use powder coated steel, and in some cases, aluminium. Powder coated surfaces are harder and more durable than conventionally painted surfaces.

ECOATED POWDER COATED STEEL (ANTI-RUST TREATMENT)

If you reside in coastal areas where powder coated products might be exposed to damp or salty conditions, or if you plan to use a powder coated product in a bathroom, kitchen, or high traffic area where it will be exposed to steam or water, we recommend an additional anti-rust treatment to safeguard against rust. For these items, we may also provide stainless steel fixings. Galvanized items are appropriate for sheltered outdoor usage, but please note that rust might occur over time. Hence, we suggest not exposing the products to water for extended periods and recommend storing them in a dry place during rainy weather. Exposure to harsh weather can also impact powder coated surfaces; therefore, we recommend sheltered outdoor use and the same cleaning instructions as powder coated steel products.

WARRANTEES

Almost all powder contains UV protectants that maintain colour and gloss. The powdercoating is warranted for 1 yr; provided that no structural damage has occurred and that the cleaning guidelines provided are followed.



SOLID TIMBER

(ASH/OAK/KIAAT & OTHERS)

Solid timber is a natural material, and therefore, no two pieces of furniture made of it are identical. Being a living material, it changes over time, and its structure and colour evolve accordingly. Our solid timber is FSC-certified, ensuring sustainable foresting, and we mostly use ash and oak solid timber. To clean the furniture, use a light furniture cream or aerosol cleaner. Some products may alter the timber's colour, so it's necessary to test them on the product's underside before use.

Nail polish remover or turpentine will harm the timber's surface, and you should avoid using Handy Andy or detergents containing ammonia or bleach. When treating, cleaning, or sanding the timber, always follow the direction of the wood grain. Protect wooden surfaces from sharp, hot, moist, or wet containers or materials using coasters or mats. Direct sunlight will cause timber to fade, and changes in humidity will cause it to shrink or swell. Small cracks in solid timber are normal, while extreme changes in humidity can cause warping, splitting, and cracking. It's advisable to regulate humidity where feasible. Light scratches and scuffs on solid timber surfaces can be sanded out, but after sanding, be sure to reseal the surface with a sealant suitable for solid timber. If the surface needs to be sealed again over time, lightly sand with 400-grit sandpaper and seal it with a sealant suitable for solid timber.

WARRANTEES

The wood workmanship is warranted for 1 yr; provided that no structural damage has occurred, this is also in addition to the timber having been cared for as per the cleaning guidelines provided. The warrantee is limited to generally accepted care and maintenance of the product above. All timber for indoor use unless specifically designed for outdoor use.



WOVEN DETAILS

Dust with feather duster or soft cloth.
Avoid contact with liquids, if this happens
dab dry with a cloth.

Don't use detergent on the weave.
Prolonged exposure to harsh sunlight could
cause colours to fade.

WARRANTIES

The workmanship of the weaving is
warranted for 6 months, and should not
be handled unnecessarily rough. The
PVC awing cord is meant for outdoor
purposes; according to the
manufacturer/supplier guidelines,
however in coastal and outdoor uses
yacht grade rope is used.



LIGHTING

Ensuring user safety is crucial when it comes to the proper maintenance of electrical products. To achieve the best results, we suggest using a low-heat LED globe or a top mirror globe lamp. Please take note that the lampshade should not be hot before cleaning.

Refrain from using the product outdoors and avoid any contact with liquids. If any of the electrical components appear loose or damaged, refrain from using the product. Lastly, remember to unplug the product when cleaning or replacing the globe.

WARRANTEES

The lighting workmanship is warranteed for 1 year, provided that no structural damage has occurred, and that the product has been maintained as per the cleaning guidelines provided. The warranty is limited to generally accepted care and maintenance of the product above. All lighting fixtures are intended for indoor use unless specifically designed for outdoor use.

TheUrbanative does not provide warrantee on any stone as we are not stone manufacturer.

