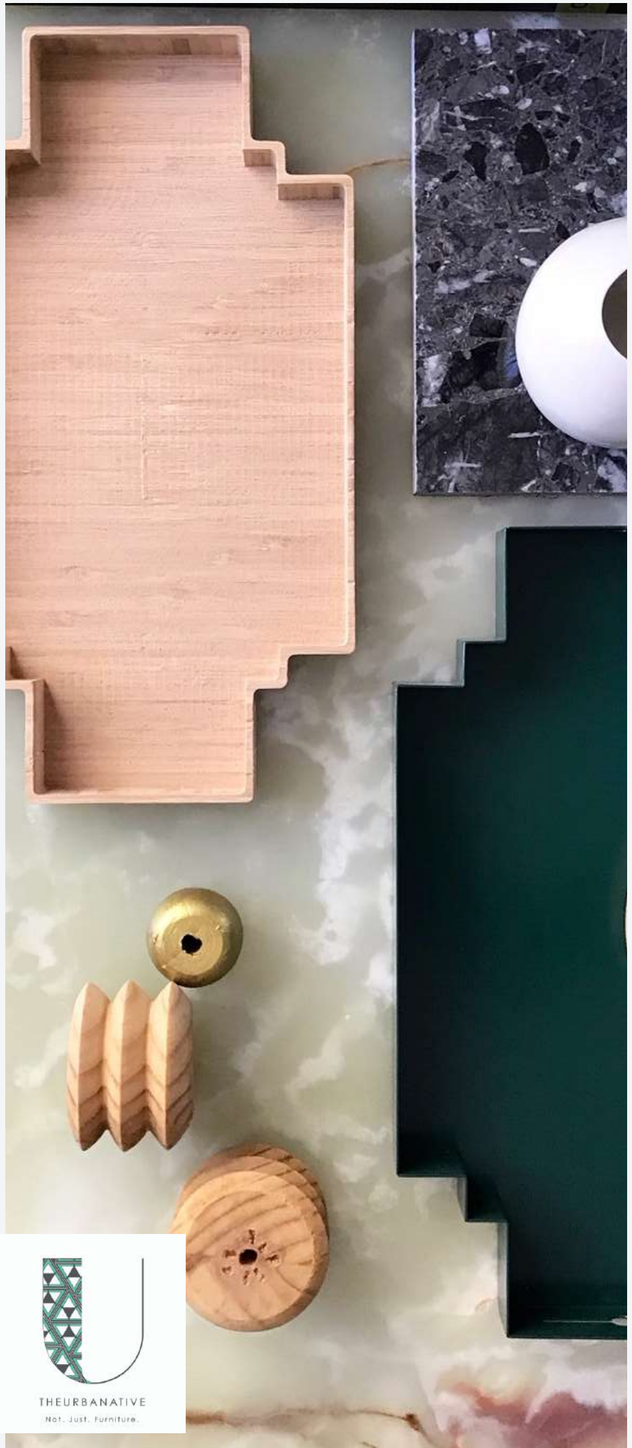
CARE INSTRUCTIONS & WARRANTIES



TheUrbanative warrants the structure and workmanship of each piece of furniture for 2 years from purchase date.

While all care is taken to manufacture furniture to the highest standard, this guarantee does not cover wear and tear. Careful 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 WARRANTY

Use of Products

The warranty is limited to the clear speci□fication 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 warrantied as they are subject to wear and tear, however where available these fabrics are subject to supplier warranties. 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.

Care

Wood is a natural product that expands and contracts due to the humidity and temperature of the environment, this natural movement can lead to warping.

Dust regularly with a soft cloth, To maintain the luster of the timber, rub furniture with furniture oil (Woodoc / Danish Oil) every other month or according to the directions as per the product used. All our products are sealed to protect the timber however spills need to be wiped immediately to avoid staining or swelling. Variations created by nature including color,grain,and texture are not considered defects

Warranties

The wood workmanship is warrantied for 1-2 yrs; 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 warranty is limited to generally accepted care and maintenance of the product above. All timber for indoor use unless specifically designed for outdoor use.

Timber

NATURAL SEALED & STAINED

Care

Steel substrate can rust in humid environments, although all steps have been taken to avoid this – it is inevitable overtime in coastal regions. Scratches and chips may occur when surface is bumped & rusting might occur in those damaged areas. Products that have been powder coated should be cleaned using a soft cloth mildly damp. Items should also be dusted regularly and surfaces not be scoured. After cleaning, make sure to gently wipe any soap residue with a soft dry cloth.

In the event of outdoor furniture or furniture to be used at the coast the client is required to inform the manufacturer in order for rust treatment to be allowed for. Please note that even powdercoated metals will corrode overtime in coastal or humid regions, please bear this in mind. Our steel planters are rubber lined.

Warranties

Almost all powder contains UV protectants that maintain colour and gloss. The powdercoating is warrantied for 1-2yrs; provided that no structural damage has occurred and that the cleaning guidelines provided are followed.

Powdercoated Steel

Marble

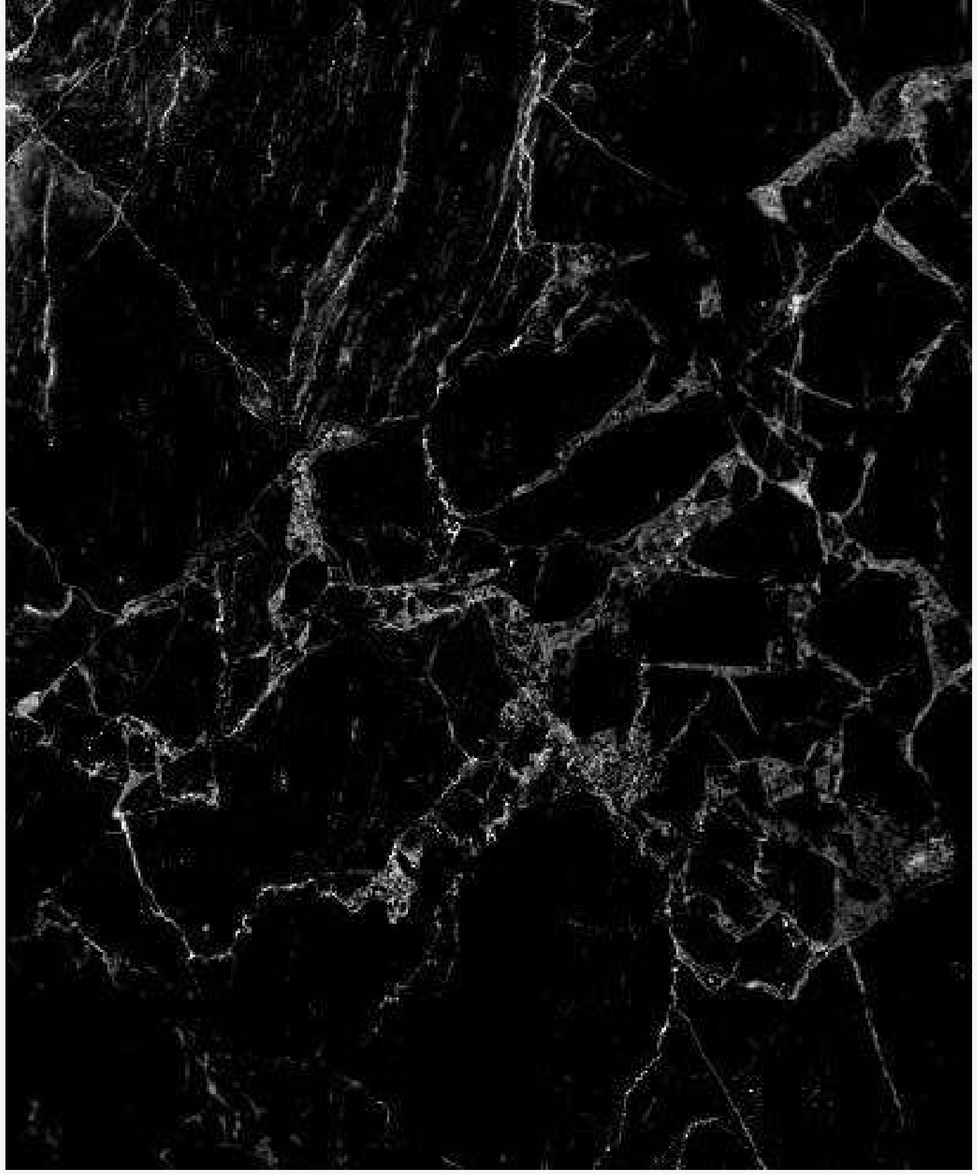
Care

Marble has natural striations that occur,making each piece unique, this surface is also porous and will absorb oils and water creating subsequent marks. Marble should be dusted regularly with a soft dry cloth. Cleaning products with lemon, acid or reactive additives will cause damage to this porous material.

Protect the stone top from scratching by not placing sharp objects on the stone. Use coasters and mats on the stone tops to protect the surface from glasses and appliances.

Warranties

Marble is not warrantied as this is a natural product.



NATURAL AND MARBLE AGGREGATES

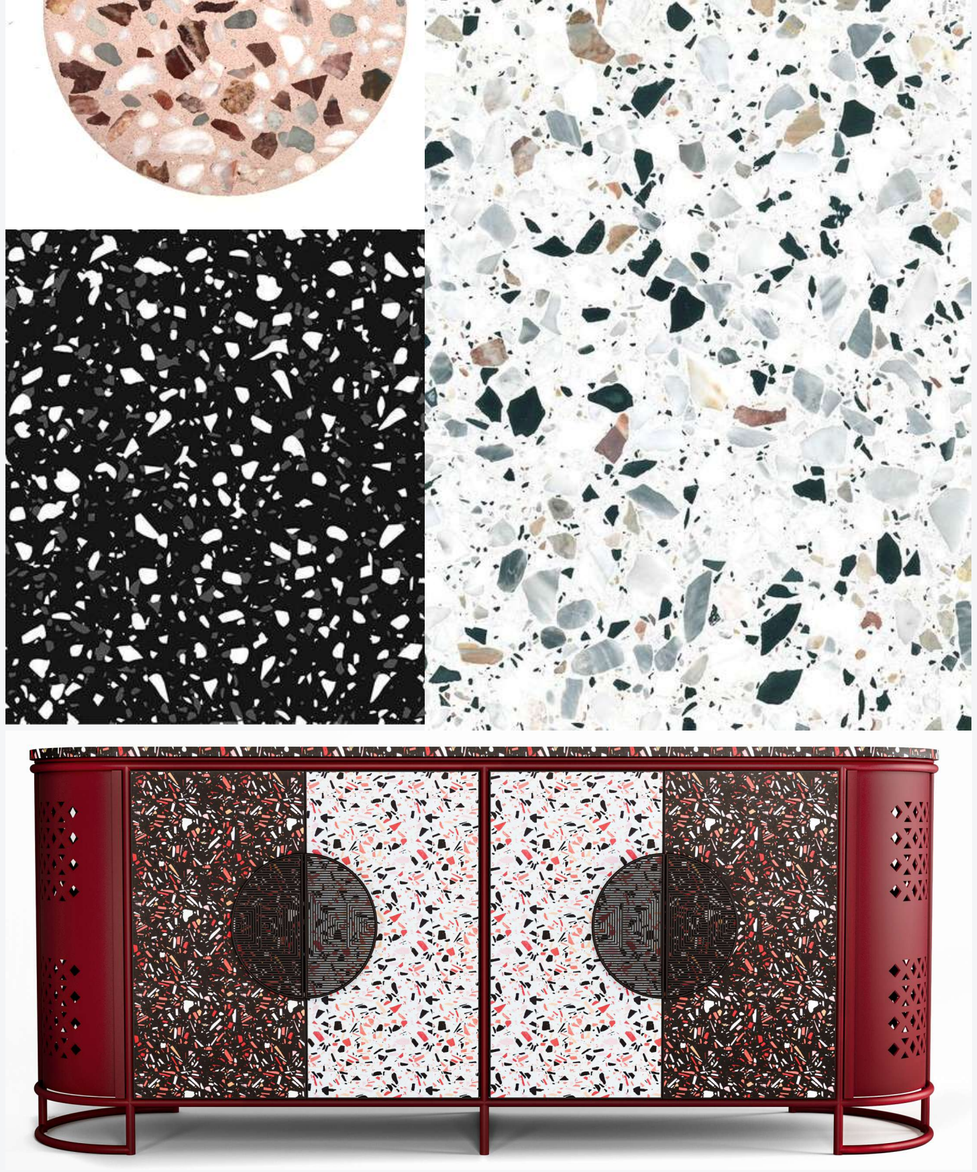
Terrazzo

Care

Terrazzo slabs are made up of a custom mix of concrete, minerals and a water-based resin. The mix gives them strength and flexibility but they are not indestructable, they are strong and durable but should be treated like ceramic as they can break, chip or scratch if dropped or knocked against a hard surface. These surfaces harden over time as they cure (up to 90 days curing time) but they should be treated with respect - they way you would treat a timber surface. All surfaces are sealed with a durable floor sealer and are waterproof. They can be cleaned with a damp cloth and warm soapy water. With proper care they should last a lifetime, but will also show patina as they age, giving them a natural quality.

Warranties

From our Terrazzo manufacturer: We do our utmost best to ensure that your piece arrives in perfect condition. All our pieces can be mended if they do happen to crack or chip by accident, speak to us if this is the case. Air bubbles and slight imperfections are part of the process and cannot be avoided, but if your piece arrives broken, chipped or cracked please contact us immediately.



TERRAZZO AND CONCRETE SUBSTRATES

Care

Wipe down with a soft cloth and mild detergent, gently rubbing away dried dirt. Quartz surfaces are extremely strong and durable, but they are not indestructible, the user should avoid using knives directly on the quartz surface in addition also avoid using harsh acidic or alkaline cleaners.

The use of abrasive sponges on these surfaces along should also be avoided. The tops can also endure damage caused by sudden and rapid temperature changes.

Warranties

Once the stone top is cut, there is no warranty.

Quartz & Granite & Caeserstone

Care

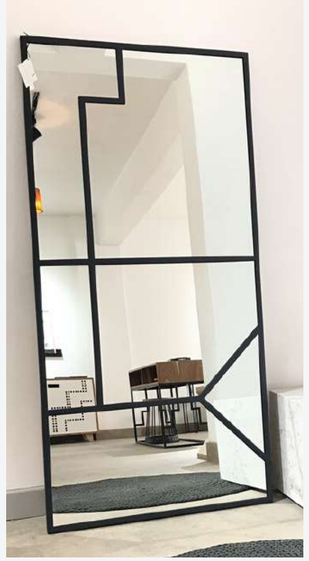
Leather must not be exposed to direct air conditioning, heat sources and the UV rays of sunlight, as this will discolour the surface and eventually lead to cracking and possibly tearing of the hide. Leather is easy to scratch, care must be taken with sharp objects on or near leather goods. Normal wear on leather will occur with usage.

Leather to be cleaned weekly with a soft midly damp microfibre cloth. Test commercial leather cleaners on an inconspicuous spot before using it on the entire furniture piece. Do not clean with Ammonia based liquids. Stubborn spots and stains to be cleaned by a professional cleaner.

Warranties

Leather workmaship warrantied for 1 year provided that the leather cleaning and care guidelines are followed. Leather as a material is not warrantied as it is a natural product.

Leather



Care

Glass is a fragile material which should be handled with care, place glass objects gently onto surfaces to avoid cracking or chipping.

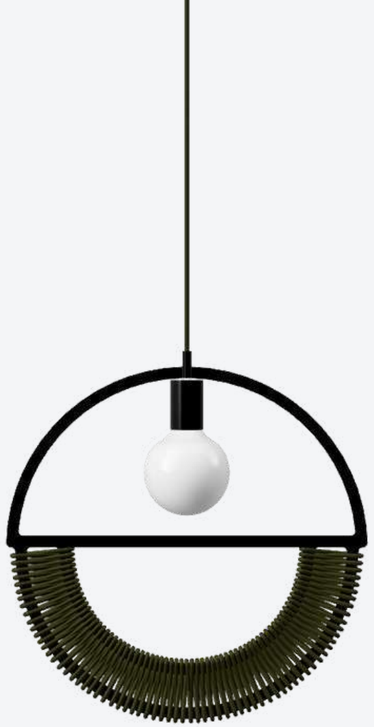
The simplest and safest way to clean your mirrors is with the use of clean, warm water and paper towel or soft cloth. Make sure that the areas where the mirrors are installed are well-ventilated. This is to keep your mirrors from “sweating” or creating moisture, which can eventually lead to damage or rusting from metal frames. Avoid using heavy-duty cleaning solutions that may contain abrasives and/or alkali. Window cleaner can also be used sparingly with a damp cloth.

Warranties

The mirror framework workmanship is warrantied for 1-2 yrs; provided that no structural damage has occurred, this is also in addition to the overall mirror having been cared for as per the cleaning guidelines provided.

There are no warranties for the glass portion of our mirrors.

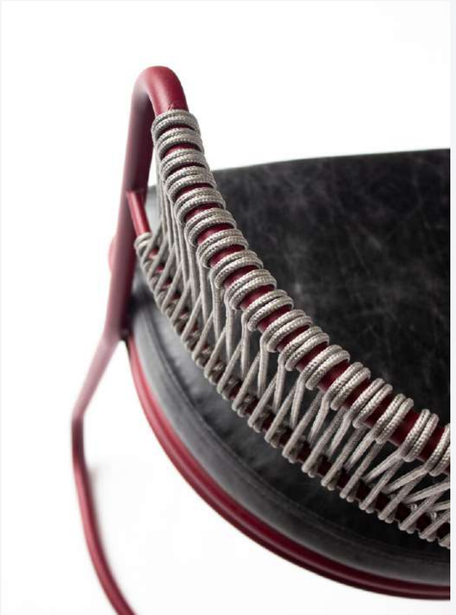
Glass



Care

Clean using a diluted, mild detergent with a soft midly damp cloth, taking care not to rub too hard as this will affect the weave, the rope elasticity and the glue.

Only spot clean when necessary. Clean spots with damp soft cloth dry in shaded area.



Warranties

The workmanship of the weaving is warantied for 6 months, and should not be handled uncessarily 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.

Awning cord

POLYESTER AND YACHT GRADE CORDS

plated metal surfaces

BRASS, ZINC & COPPER PLATING

Care

Plated metal finishes react to their environment in terms of humidity and oxidisation, this will change the appearance of the object as it ages. ease note that metals will corrode overtime in coastal or humid regions,
Please bear this in mind when purchasing items - as this will not be covered by the warranties of the item.

Brass or copper polish (eg:Brasso) will restore the copper and brass patina to a degree, wipe surfaces with a mild dish detergent and soft, slightly damp cloth. After cleaning make sure to gently wipe any soap residue with a soft dry cloth. Do not use scourers of any sort.

Warranties

Based on the fact that plated metal surfaces react with the enviroment and are prone to oxidation, which is normal, no warranties are offered on plated items.