



**OUTDOOR  
MAINTENANCE  
GUIDE &  
WARRANTY**

# GENERAL INFORMATION

Proper care and maintenance are essential to ensure the longevity and appearance of your outdoor furniture. Following these guidelines will help keep your furniture in excellent condition for years to come.

- During harsh winter months, bad weather conditions, and, times when the furniture will not be used for a long period, consider storing outdoor furniture indoors or covering it with protective furniture covers to prolong its life.
- If possible, place outdoor furniture in shaded areas to reduce direct sun exposure, which can cause fading and dryness.
- Ensure outdoor furniture is not placed where it can be exposed to standing water for prolonged periods, as this can lead to deterioration
- Periodically inspect outdoor furniture for signs of wear or damage and address any issues promptly to maintain its condition.

# OUTDOOR MAINTENANCE GUIDE

## Aluminum

### Maintenance and Cleaning:

- Clean the surface with low-pressurized water every few weeks for regular maintenance.
- Clean immediately in case of any stains.
- If necessary, clean with a damp cloth and soft soap. Rinse with clean water.
- Do not use corrosive cleaning products since they can scratch or tarnish the surface of your furniture.
- Frequently wipe with a damp cloth to maintain natural shine.

## Stainless Steel

Oxidation or rusting is the most common problem for aluminum and metal furniture. You can try some of the best practices listed below to clean metal garden furniture.

### Maintenance and Cleaning:

- Regular cleaning every few weeks helps eliminate stains and air pollutants that may dent the surface. Rinse only with a cloth.
- More frequent maintenance is necessary in order to elongate the lifespan and display of stainless steel when used in busy urban areas with ocean, chloride water, or higher air pollutant concentration.
- Steel polish can be used to easily clean any rust, scratch, or stain.
- To remove oily fingerprints, rub white vinegar with a damp soft cloth on the stain. Rinse with water after cleaning.
- To remove watermarks, clean as you usually do. Wipe off the extra water on the surface, and leave it to dry in the sun.
- To remove rust and corrosion, use a soft-bristle brush to gently rub the surface (in the direction of the particle) with a mixture of baking powder and water. Rinse with fresh water.

## Iroko (African Teak)

Iroko is a hot-climate tree with a natural color of yellow; when exposed to air, it grows darker in color over time. The turning of color to gray indicates the time for maintenance.

### Maintenance and Cleaning:

- Treat the product in dry air.
- Treat the product once or twice a year based on frequency of use with teak oil or water-based teak oil.
- Before treatment, rub the surface thoroughly with fine sandpaper.
- Wipe with a clean cloth and oil the furniture in an area with no dust.
- We recommend using a soft soap and lukewarm water to clean Iroko wood. Use a non-corrosive cloth or a soft sponge.
- The recommended frequency of cleaning is based on the level of dirt to which your garden furniture is exposed. It is generally enough to wash it every one or two weeks to keep it clean.

## Compact Laminate

### Maintenance and Cleaning:

- Do not use corrosive or bleaching chemicals.
- Clean the surface with a damp microfiber or soft cloth.
- Use water and standard dish soap to clean the stains. Wipe once more with a cloth and clean water to avoid watermarks. Leave to dry in the sun.

## Natural Stone / Neolith

- This material is durable against breaking and impact. However, make sure to protect it from harsh external impact.
- Do not place cups or pitchers directly on the surface of the product. Use alternatives such as coasters.
- Carry the product in a balanced and orderly fashion. Do not haul the product on the ground.
- Neolith tables may crack and break as a result of the impact of sharp and heavy objects, especially the edges are the most sensitive area.
- Avoid hard/impactful contact with other tables. Keep a distance from columns and similar structural elements in the space. Do not use adjacent to the walls in the space.

### Maintenance and Cleaning:

- Do not use corrosive or bleaching chemicals.
- Use a soft cloth or a sponge, water, and little dish soap to clean the surface of the table.
- Old stains can be cleaned with a bit of concentrated detergent. Make sure to wipe the table with a dry and clean cloth.
- To improve its durability, we recommend using table mats, coasters, and placemats to prevent scratches.

## Polypropylene

### Maintenance and Cleaning:

- It is generally enough to wipe with a cloth and lukewarm soapy water to clean light stains, cobwebs, or dust.
- When the product is about to dry completely, wipe it with a soft cloth to help prevent watermarks.
- Do not use tarnishing products such as ethyl alcohol, corrosive solvents, and steel wool.
- Do not drag objects on the surface of the plastic to prevent scratches.
- Always use a cloth or a table mat while placing hot objects on the surface.

## Outdoor Fabrics

To elongate the product's lifespan, make sure to turn, rotate, and fluff up removable cushions regularly. Covering outdoor upholstered furniture when not in use will reduce the need for cleaning. Clean before covering and storing.

### Maintenance and Cleaning:

- For general light cleaning, lightly brush soft stains and rinse with water.
- For target cleaning, prepare a mixture by adding ½ cup of liquid soap into 1 liter water.
- To clean mold and difficult stains, prepare a mixture by adding ¼ cup of bleach and ½ cup of liquid soap into 1 liter water.
- Use a spray bottle to apply the mixture on the stain, and let the fabric absorb it for 15 minutes.
- Work your way from the outer edge of the stain inwards, rub lightly with a sponge or a very soft-bristle brush to treat the solution into the fabric. Rinse well to clean any residual particle.

**Note:** Please check the specific cleaning and maintenance instructions for the fabric you ordered. Each collection or brand may have different information and warranty periods.

## Covers

Our covers are made from 100% polyester and are designed to protect your outdoor furniture from dirt, humidity, rain, sun, and morning dew. These covers are easy to put on and remove, providing convenient protection for your furniture.

### Maintenance and Cleaning:

- Use a soft brush or cloth to remove loose dirt and debris.
- Rinse with water to remove surface dirt.

# TERMS OF WARRANTY

1. The duration of the warranty starts from the delivery of the goods and lasts 5 (five) years. The certificate of warranty can be provided as written on paper or via a fixed data container. If requested by the customer, it is an obligation to provide a hardcopy of the certificate.
2. The Vendor delivers the warranted goods to the determined destination via shipping, and the Buyer approves the delivery of goods by putting company seal and signature on the delivery note.
3. All parts of the goods are within the scope of the warranty.
4. If the goods is proven to be defective, the Consumer can exercise one of their rights as stated by the Consumer Protection Law No. 6502 Article 11:
  - a. **Reneging the contract,**
  - b. **Requesting discount in sale price,**
  - c. **Requesting free-of-charge repair,**
  - d. **Requesting the exchange of sold goods with a non-defective one.**
5. **If the Consumer chooses their right to have the goods repaired free-of-charge,** the Vendor is obligated to repair the goods or have it repaired without request any payment whether to pay for the labor cost, changed part or any other expense.
6. If the Consumer decides to use their right to have the goods repaired free-of-charge and,
  - The goods breaks down again within the period of warranty,
  - The maximum period for repair is exceeded or,
  - The Vendor generates a report stating that the goods cannot be repaired. **The consumer can request the Vendor to refund payment or price discount in proportion to the defect, or to change the goods with a non-defective one if possible.** The Vendor cannot deny the customer's request.
7. The repair period cannot exceed 20 business days. This period starts from the date of notification of the goods' defect to the Vendor within the warranty period, and from the date of delivery of the goods to the Vendor if the warranty period has ended. If the defect cannot be repaired within 10 business days, the Vendor must allocate another product with similar characteristics to the use of the Consumer until the repair of the product is completed. In case of malfunction of the product within the warranty period, the time spent in the repair is added to the warranty period.
8. The warranty period of the part or goods replaced as part of the warranty is limited to the remaining warranty period of the purchased product.
9. Defects resulting from the use of the product contrary to the terms in the user manual are not covered by the warranty.

## Terms and Conditions Excluded from the Warranty (User Errors):

- a. Damages, deformations, and deteriorations that may occur due to improper use (exceeding loads, use on uneven ground, etc.), improper transportation or shipping between the customer's premises, improper stacking, apart from the structural defects of the goods and materials.
  - b. Damages, malfunctions, deformations, and deteriorations caused by faulty maintenance and cleaning processes.
  - c. Damages and malfunctions caused by external effects such as fire, earthquake, flood, and excessive sun exposure.
  - d. Damages, malfunctions, deformations, and deteriorations caused by incorrect or careless use such as scratching, crushing, or breaking the goods' surface.
  - e. Repair and assembly of the goods by third parties other than the authorized persons assigned by the Vendor.
  - f. Installation of parts or accessories that are not in the original goods and supplied from a source other than the Vendor.
  - g. Goods using natural wood/wood materials (including natural wood lacquered goods) may have color and tone differences due to the structural characteristics of the material. This is not a defect, it is the main feature of the goods. Changes in color and surface finish due to exposure to sunlight.
  - h. Abrasions and deformations due to improper washing and use regarding fabric-covered goods or parts/accessories.
10. The Buyer has accepted the type, quality, and dimensions of the purchased goods as specified in the sales contract. It is entirely the Buyer's responsibility whether the goods produced and delivered in accordance with the contract comply with the dimensions or colors of the Buyer's intent for use.
  11. The consumer may apply to **the Consumer Arbitration Committee or the Consumer Court** in their place of residence or the consumer transaction, in case of disputes that may arise regarding the use of her rights arising from the warranty.
  12. In case this **Warranty Certificate** is not provided by the Vendor, the Consumer can apply to **the Ministry of Commerce General Directorate of Consumer Protection and Market Surveillance.**