



## Warranty & Care Information

We want you to enjoy your furniture without any problems or concerns, therefore we have provided this information that can help you care for your new furniture.

We are confident in our products and as such we provide a 12 month manufacturer's warranty, unless stated otherwise. This includes foundational (seat webbing for indoor lounges) or structural defects in general, coverings are not under any warranty. It is not extended to commercial applications, intentional or unintentional miss use and or products not being used fit for purpose. If purchasing a sofa or lounge please ask about purchasing an extended (leather/fabric) warranty for added piece of mind, lounge coverings are not covered by the manufacturer's warranty.

1. Please retain your receipt for proof of purchase. All warranty claims must be submitted in via email with your proof of purchase document along with digital photographic evidence within 12 months of original purchase.
2. Liability for breach of this warranty and to the extent legally permitted, liability for breach of any warranty, condition or right that is implied under the Trade Practices Act 1974 (Cth) or equivalent legislation which cannot be excluded, will be limited, at BAY GALLERYs option, to the replacement or repair of the Product or the supply of an equivalent product.
3. This warranty is limited to the original purchaser at the original delivery address, and is non-transferable.
4. This warranty is subject to the product being cared for in accordance with the relevant care instructions. (see below)
5. To the extent permitted by law, BAY GALLERY is not liable, whether in contract, tort (including negligence), under any statute or otherwise, for or in respect of:
  - a. Normal wear and tear as deemed by BAY GALLERY.
  - b. Natural characteristics of the product.
  - c. Damage caused by spills such as acid, solvents, dyes or other corrosive materials, ink, paint or bodily fluids.
  - d. The cost of transporting the product to and/or from the specified place of assessment for repair or replacement (generally our Outer Sydney warehouse).
6. You acknowledge and agree that the product is handmade and therefore the size and weight of the item may vary by up to 10% from the sample product or from any product specifications quoted.
7. Do not use any sharp tools to open packaging or for any other purpose.
8. Do not sit on arm rests or on table tops, they are not designed for seating or taking any weight and this may damage the frame or item in general. Do not pivot on the back legs of chairs.
9. Do not lift by arms or any other part, all items must be lifted and moved by the base, without dragging.
10. As with any product, prolonged exposure of furniture to direct sunlight will harm it.

## **LEATHER**

- Conditioning your leather before using it will help protect against stains and help keep your leather sofa supple.
- Avoid placing the leather near direct light or heat sources as they can fade and damage the leather. In extreme climates you will need to moisturise the leather more often.
- For removing any spills use a damp cloth immediately as food oils can permanently bond with the leather and water based stains will leave a mark if allowed to soak in.
- We recommend vacuuming your sofa with an upholstery attachment and wiping over the leather with a clean, damp, soft cloth weekly as dirt and grime can act as an abrasive on leather.
- We have two types of leather care kits available to purchase.
- Keep at least 50cm away from any heating source.
- Cushioning will soften over time, to reduce the impact of this, change the position in which you commonly sit so each seat wears evenly.

## **FABRICS**

- Avoid placing the fabric near direct sunlight or heat sources as they can fade and damage the fabric.
- Dirt and body moisture can discolour fabric. We recommend a simple vacuum of you fabric sofa every week. This will also remove grit that can wear away the fabric.
- We recommend professional steam cleaning on an annual basis for a deep clean.
- Where possible, rotate the cushions to even the wear.
- Loose threads must be cut and not pulled.

## **PE WICKER**

- Avoid direct sunlight to avoid excessive fading and general damage, keep covered when not in use.
- Avoid extreme weather conditions, such as strong winds, hail, storms. Do not expose to temperatures outside of 0-35 degrees.
- Please clean regularly with fresh soapy water and dry using a damp soft clean cloth 3 monthly or as often as necessary.

## **CUSHIONS**

- We recommend hand washing the cushions regularly for best long term results.
- We recommend when not in use to store them out of direct sunlight to reduce the risk and rate of fading & deterioration.
- Please refer to care instructions provided on inside of fabric for best results.
- These are not covered by any manufacturer's warranty.

## **GLASS**

- Dust with a soft, dry cloth frequently. Glass cleaner is recommended to remove dirt.
- Avoid using the glass as a chopping surface or allowing sharp or hard objects come into contact with it as it may result in scratches to the glass.
- Glass table tops are not to be exposed to direct sunlight or temperatures exceeding 35 degrees celsius, please note this will void warranty for any glass product and or any product associated with the glass (such as table top).
- Use mats and coasters to protect glass from heat.
- Do not stand or sit on any glass.

## **MATTRESSES**

- Turn your mattress regularly to equalise the wear and tear. This will also air the mattress and reduce moisture build up.
- Do not bend or fold your mattress or allow children to jump on it as this can result in damage to the interior construction.
- Ensure your bed frame is the correct size and sturdy enough to properly support the mattress.
- Vacuuming regularly will reduce dust build up.

## **TIMBER**

- Avoid direct sunlight, as this will cause colour change. If the furniture is positioned in direct sunlight, move items such as Vases around to avoid spotting and keep covered whenever possible.
- Dust once a week using a soft cloth.
- Avoid placing hot or wet items directly on the surface as they can leave marks which are difficult to remove.
- Tablecloths, table runners and coasters help protect timber and timber veneer surfaces from scratching.
- Polish or oil your furniture every 3 - 6 months. Ensure the surface is free from dust prior to polishing.

## **METAL FINISHES**

- Dust regularly to avoid dirt build-up.
- Do not use harsh abrasives to clean any metal surfaces.
- Clean with fresh, soapy water at least 3 monthly or more as necessary.