

JCD Ideas Holdings Pty Ltd T/as

Cafeideas

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ACN 126 150 098

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Warranty

This warranty sets out the levels of responsibility for JCD Ideas Holdings Pty Ltd T/as Cafeideas in regard to their imported products.

All of the below warranties will be deemed void if furniture is damaged through neglect, misuse, abuse, acts of nature, fire or freezing.

Metal Frames

All of Cafeideas imported metal frames are covered by a 12 month warranty against faulty workmanship and metal fatigue. Any vintage, antique or other rust look metal products that are not advised for outdoor use will have the warranty voided if these are found to be used outdoors in the event a claim is made.

Aluminium

All of Cafeideas imported aluminium furniture items are covered by a 12 month warranty against faulty workmanship and metal fatigue. It does not cover damage caused by misuse.

Wicker

All of Cafeideas imported wicker products are UV resistant and covered by a 12 month warranty against faulty workmanship. It does not cover damage caused by excessive heat, misuse or vandalism.

Polypropylene Chairs

All of Cafeideas imported Polypropylene chairs manufactured for outdoor use are UV resistant and are covered by a 12 month warranty from fading, cracking or splitting. Swinging on chair legs and other types of misuse will void your warranty.

Chrome Plating

The warranty for chrome plating is covered for 12 months and includes any cracking or splitting. It does not cover any rusting as a result of being exposed to outdoor environments.

Foam

The warranty on foam is for 12 months but does not cover damage caused by liquids or vandalism. UK standard foam is used on all upholstered products.

Timber

The warranty on solid timber covers faulty workmanship but not against natural movement or other effects beyond our control. It does not cover chipping or damage caused by misuse. **Please read on how to care for your timber products outlined on the next page under "Solid Timber Care and Maintenance".**

Formica/Laminate

Formicas and laminates are bonded to a substrate using a spray contact adhesive and rolled under an even pressure. The warranty covers defects caused by faulty workmanship but not against de-lamination caused by excessive heat or misuse. Please note that laminate cannot be used outdoors and this will void any warranty.

Fabrics

The warranty on fabric covers defects caused by faulty workmanship. It does not cover damage caused by liquids or vandalism or fading.

Non Wood

The warranty on fabric covers defects caused by faulty workmanship. It does not cover damage caused by liquids or vandalism. Please note that if you have a non wood product the following is not covered under warranty if: a cigarette burns, knife or fork scratch marks, red wine or other dark colour liquid spill on the surface and stain, harsh chemicals are used to clean the surface and discolour the wood slats, if glass is left on the table in direct sunlight and melts the surface underneath. You can maintain a non wood surface using warm soapy water and a clean towel. If any scratches occur, light sand paper may be used to remove ensuring that the sanding is in the same grain as the wood direction.

Other Manufacturer's Products

Furniture sourced but not directly imported by JCD Ideas Holdings Pty Ltd T/as Cafeideas is subject to the particular manufacturer's warranty. A copy of such warranty documentation is available upon request.

Solid Timber Care and Maintenance – MUST READ BEFORE CLEANING TIMBER PRODUCTS

As timber is a natural material, every product made from it will have individual characteristics in colour, grain and even natural blemishes from the growth history of the tree, making each piece of timber furniture unique.

Marks or differences in the grain are distinctive of this product and should be considered as a positive rather than an imperfection. Depending on the finish, you will need to maintain the timber product in various ways.

Adverse weather conditions may cause the timber to expand and contract. Due to this natural movement in the timber.

Taken care of your solid timber will last you for years.

Our timber products have a heat resistant lacquer surface. The furniture will tolerate coffee cups and meal plates with bottom rings. However, the surface cannot bear utensils, containers, ceramics or other similar that is heated by an oven or any other mode of heating. When serving hot food or beverages, a well-insulated mat or trivet should be placed directly beneath to protect the timber surface. If it's too hot to hold, it's too hot to place directly on the surface.

Any form of radiant heat such as gas or electric heaters or heating ducts, should be kept away from your furniture. Excessive heat transfers through time could permanently mark the surface or warp.

While the timber lacquer is water resistant, it is not capable of holding excessive amounts of liquids. Any spills should be removed as quickly as possible, as it will seep through the lacquer.

Clean with a non-abrasive cloth dampened with warm water and mild detergent. When clean, use a soft dry cloth to remove excess water. Do not use any harsh chemical products such as ammonia, acid, bleach or silicon as they will permanently damage the lacquered surface and stain the timber.

Please read the instructions before using any cleaning products on any timber surface to make sure it is suitable.

Outdoor Solid Timber Care and Maintenance

All timber will naturally weather to silver grey and possibly show cracks if left outdoors unattended. Oiling your furniture will ensure the rich vibrant colour of your timber are kept and prevent splitting.

This is not a product fault and cannot be claimed under warranty.

We recommend oiling 3-4 times a year depending on exposure to the sun and rain.

Oiled finish helps to protect the wood from the elements as well as helping to prevent irregular stains from seeping into the timber.

We recommend trying and keep them undercover and away from direct sunlight.

All warranty claims must be notified in writing to our Sydney office for evaluation. A warranty form can be downloaded from our website www.cafeideas.com.au or you may request one from our office. Photo evidence may be required to support your claim if item(s) cannot be brought to Cafeideas for inspection.