

# Cedar & Moss®

## Material Care & Maintenance

### ► Brass

While most of our customers enjoy the unique character of unlacquered brass, any signs of patina may be removed with a household metal polish that is suitable for brass. Using a microfiber cloth, apply the polish as directed. Then buff with a clean microfiber cloth.

*Optional:* Unlacquered brass is finished with museum-grade Renaissance Wax. Reapply the wax to finish restoring your lighting to its original shine. The wax protects the brass and prolongs the length of time before it may begin to patina again. Small cans of Renaissance Wax are available for purchase at [www.cedarandmoss.com](http://www.cedarandmoss.com).

### ► Brass (Hardware)

Lacquered brass may be wiped clean with a soft, damp microfiber cloth. Wipe dry with a clean microfiber cloth. Keep away from standing/pooling water. Chlorine and naturally occurring minerals in water may transform the finish. DO NOT use abrasives or cleaners (chemical or organic). This may damage the finish.

### ► Graphite Patina

Lightly dust with a clean, dry microfiber cloth. DO NOT use abrasives or cleaners (chemical or organic). This may damage the finish.

*Optional:* Graphite Patina is finished with museum-grade Renaissance Wax. Reapply the wax to finish restoring your lighting to its original shine. The wax also protects the patinated finish. Small cans of Renaissance Wax are available for purchase at [www.cedarandmoss.com](http://www.cedarandmoss.com).

### ► Satin Black (Hardware)

Wipe clean with a soft, damp microfiber cloth. Then wipe dry with a clean microfiber cloth. Keep away from standing/pooling water. Chlorine and naturally occurring minerals in water may transform the finish. DO NOT use abrasives or cleaners (chemical or organic). This may damage the finish.

### ► Matte Black and White

Using a clean microfiber cloth, wipe clean with warm water and a small amount of mild soap. Then wipe dry with a clean microfiber cloth. When cleaning fixtures with mixed finishes, take extra care to avoid wiping areas not powder coated.

### ► Polished Nickel

Wipe clean with a soft, damp microfiber cloth. Then wipe dry with a clean microfiber cloth. Keep away from standing/pooling water. Chlorine and naturally occurring minerals in water may transform the finish. DO NOT use abrasives or cleaners (chemical or organic). This may damage the finish.

### ► Unglazed Ceramics

Lightly dust with a clean, dry microfiber cloth. To remove blemishes, apply a solution of baking soda and water with a clean microfiber cloth.

### ► Glazed Ceramics

Using a clean microfiber cloth, wipe clean with warm water and a small amount of mild soap. Then, wipe dry with a clean microfiber cloth.

### ► Glass

Carefully remove glass shades before cleaning. Using a clean microfiber cloth, wipe clean with warm water and a small amount of household glass cleaner. Then, wipe dry with a clean microfiber cloth. DO NOT wash glass shades in the dishwasher; this could cause the glass to crack and/or break.

# Cedar & Moss®

## Owner's Manual

### ► Damaged Shipments

Please inspect your items upon arrival. Cedar & Moss must be notified of any discrepancies or issues regarding the condition, finish, or quantities of the items in your order within 21 days from the date of delivery. If you do not report damaged items within this timeframe, these items will not be eligible for any replacements or refunds. Please do not discard the shipping boxes and original packaging so that we can file a claim with the carrier.

### ► Lighting Return Policy

We are happy to take back fixtures that are uninstalled and in their original condition. There is a 45-day window for returns. Please email us at [customerservice@cedarandmoss.com](mailto:customerservice@cedarandmoss.com) to obtain a Return Goods Authorization (RGA) number. Returns without a valid RGA will be refused and no credit will be issued.

Please note that Cedar & Moss does not accept returns on finish samples, pendants, custom fixtures, or orders of ten or more items.

### ► Lighting Use and Warranty

Cedar & Moss warrants electrical fixture parts for two years. We will not be held liable for any damage to lights caused by mishandling, damage during installation, or improper bulb use. Warranted repair, if required, shall be done at the Cedar & Moss studio in Oregon. Cedar & Moss is not responsible or liable for labor costs incurred in the installation, removal or field repair of any fixtures.

Unlacquered and living finishes such as Graphite Patina and Brass can develop richer tones over time, which add to their beauty and sophistication. These changes are a naturally occurring part of their evolution of use. Living finishes are not covered under warranty; any change to their appearance is not considered a defect.

### ► Hardware Return Policy

If you need to return a product, our Customer Service team is happy to help. Please email us at [customerservice@cedarandmoss.com](mailto:customerservice@cedarandmoss.com) to obtain a Return Goods Authorization (RGA) number. Returns without a valid RGA will be refused and no credit will be issued.

Hardware returns are subject to a 15% restocking fee. Shipping fees are nonrefundable and return shipping costs are the customer's responsibility. We recommend shipping your items fully insured with FedEx or UPS. Please ensure that returned items are packaged properly, as we are unable to accept returns on damaged goods.

You have 45 days from when your order ships from Cedar & Moss to complete the returns process. Hardware must be in the original packaging, in new condition, and include the mounting screws provided. Failure to include the mounting screws may result in a deduction from the total amount refunded.

Items that have been installed, used, or modified in any way cannot be returned. Returns postmarked after the 45-day return window will be denied and the item(s) will be shipped back to you.

### ► Hardware Use and Warranty

We offer a two-year mechanical warranty. Hardware is designed for interior use only. Unlacquered and living finishes such as Polished Nickel and Satin Black can develop a rich patina over time, which adds to their beauty and sophistication. These changes are a naturally occurring part of their evolution of use. Living and uncoated finishes are not covered under warranty; any change to their appearance is not considered a defect.

Mounting screws are provided with each purchase. Supplemental or replacement screws can be purchased at your local hardware store. *Screw type M4 1 3/4" Breakoff Screw*