

1. Natural timber products maintenance & client claims

Please see customer's complaint below:

*I bought a onda outdoor dining table set last November
I put them in the rooftop terrace
we haven't move in this new penthouse yet so nobody use it
I don't think this table has been made the waterproof
you can check the photos*

Now, I'd like you to send someone to take care of this, because obviously this outdoor table is not waterproof or sun protected

If you can't do that then give me AUD 10000 back

All natural timber products require regular maintenance when exposed to the environment, especially when the material is exposed fully, without coverage.

In our terms and conditions, it stated that:

(G) All timber products that are sold require the customer to maintain the product and use care products to ensure that the timber is cared for as per instructions given by the manufacturer and sales staff or as required if its seen to be deteriorating due to weathering occurring at a faster rate if the product is left totally outside in the elements and with no protective cover.

...

(K) All products that are not maintained will result in a refusal of the warranty being accepted, any modifications will also result in the claim being refused.

Looking at the photos, it is clearly that the table top was not taken care of at all. The table was in honey brown natural teak color, when it is exposed to sunlight, the timber will turn to this silver grey finish, it is just how the timber ages in the weather. Also, the black dots indicate that the dirt and dust had got into the grain of the wood because it is not sealed. To prevent all these from happening, it requires regular treatment by the user to maintain the finish of the timber.

In this case, it is a result of lack of care and maintenance, unfortunately we will have to reject the claim. The customer will have to follow the procedures of timber maintenance to clean the dirt, restore the natural finish and seal the surface (this is a very simple process, you will see details in my email regarding timber maintaining), and do this regularly to properly maintain their furniture.



2. Selling Care Kit with furniture

Please be kindly reminded that selling Care Kit for furniture is very important, to both customers and us.

Here is a photo of Nevada table at its original look. Very beautiful table.



Here are photos of the same table, after being leave outside without any protection or being taking care of for just a little more than 3 months.



It is a pity to see such a good table becoming like this.

And we have many customer feedback of similar cases. Please note this, **all these wooden furniture have been treated in factory, but it does not mean that it does not need additional treatment later on.**

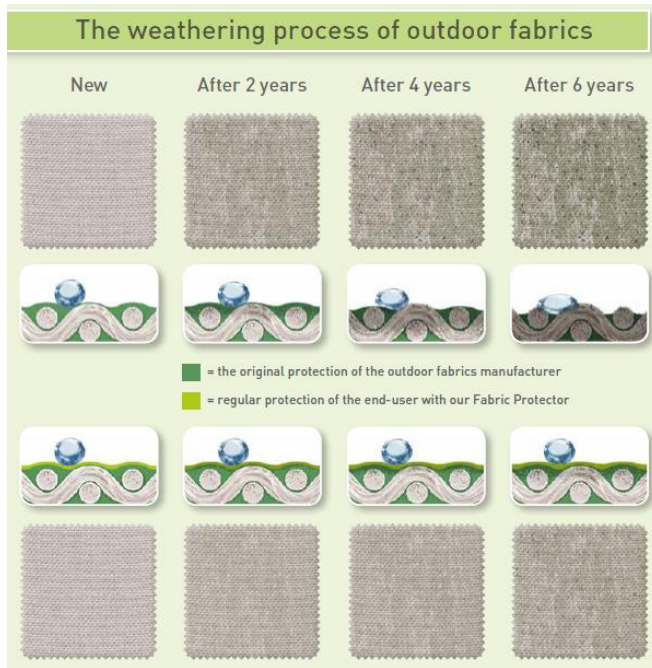


What customer needs to do is to:

1. Clean the wooden parts, they can use Teak Cleaner or Wood Cleaning Kit
2. Apply Teak Oil, Wood Oil or Teak Protector on them to restore the color
3. Apply Teak Shield or Timber Sealer to make the wooden part water- and dirt-repellent
4. Repeat 1-3 regularly to keep the wooden furniture well protected

Here are photos of the before and after the treatment of teak furniture.





Also, **protectors and cleaners of other materials are also important, like fabric, wicker and metal protectors.** All protective layer on furniture will wear out after a certain period of time, it is important to re-apply these protectors. So the furniture can maintain its fresh new look for a longer period of time

Please make sure that customers are aware of that they need to take care of their outdoor furniture, regardless how often they use it. This is also covered in our Terms & Conditions.

As for protective covers, they are definitely great for prolonging the life span of outdoor furniture. **But please note this and always remind customer that - do not cover the furniture when it is wet.** This is because the moist will get into the cover and can damage/stain the furniture.

Below is a picture of ROCKFORD table (polycement table top).



Here is a photo of the same table but been covered while it was still wet. After a few days, the table top turn like this.



Please be kindly advised that, all these issues, caused by not taking care of the furniture, may lead to the warranty claim being refused and rejected.

For premium materials such as Sunbrella fabric, HPL and etc., they still need to be taken care of and cleaned regularly. Customer can simply look up online for how-to.

3. will stainless steel rust?

We occasionally have some customer complains regarding the stainless still parts of our furniture getting rusted. Some are about the base of Almo/Atlas coffee table, some about the mechanism part of Eclipse/Spectra umbrella, Roma ext table and others.



Most customers consider stainless steel will never rust, which is NOT true.

The chromium in stainless steel when exposed to oxygen in the atmosphere forms a thin invisible layer called chromium oxide. This invisible layer covering the entire surface gives stainless steel its ability to resist stains and rust. If this layer is damaged rust is formed on the surface at the point of that damage.

Stainless steel and the chromium oxide layer actually can last very long on proper cleaning.

For everyday cleaning of non-oxidized soils, dust, dirt and fingerprints, a mild soap/detergent (dish detergent) and warm water solution should be used. Use the solution to remove the soil, rinsing with fresh water and a clean cloth, and dry completely. Another alternative is to clean with a recommended stainless steel cleaner.



Removal of oxidized stains and even “surface rust” can be done by using a paste made from baking soda and water or a cleaner that contains oxalic acid, such as Bar Keeper's Friend Soft Cleanser.

- If using baking soda and water, use a cloth or soft bristle brush, rub the baking soda in the direction of the grain. This may take a little effort but this will remove these soils. When cleaned, rinse with

clean water on a clean soft cloth. Next, apply a Stainless Steel cleaner such as CeramaBryte Stainless Steel Cleaner.

CERAMA BRYTE 47616 Stainless Steel Cleaning Polish

★★★★★ 7 product ratings | [About this product](#)



Your pick

Approx.

AU \$40.17

+ AU \$78.36 postage

US \$28.49

Goods and Services Tax (GST) may apply

Get it by **Thu, 2 May** - **Thu, 30 May** from Newburgh, New York

- **Brand New** condition
- 30-day returns - Buyer pays return postage

*CERAMA BRYTE - 47616 Cleaning Supplies. You're therefore eager to actually have it, see it, and hold it in your very hands.
Item Condition: New. Details about Enrock Audio Car / Marine ...
[See details](#)

-
- If using Bar Keeper's Friend, use only the liquid cleanser and be sure rub in the direction of the metal grain lines with a damp soft sponge.

Bar Keepers Friend Soft Cleaner Liquid 737ml Indi



AU \$12.15

+ AU \$13.00 postage

Was* AU \$13.50 **Save 10%** ⓘ

Get it by **Wednesday, 1 May** from Si

- **Brand New** condition
- 30-day returns - Buyer pays retur

"It is particularly useful for cleaning v bathroom, such as shower stalls, bat squirt a horizontal line of BKF Soft C
[Read full description](#)
[See details](#)

Please make sure you convey clear and correct message to your customers and when they say stainless steel will never rust, you can confidently say "no, stainless steel will rust".

All our warranty cover is applicable only if the furniture is maintained and used in proper ways. Nothing can last if it is not taken care of.

(Above pictures are showing the mechanism parts of one ROMA extension table rusted badly. In this case, customer's house is very close to the beach. It is a holiday house and customer only goes there a few times a year. I can only assume between their visits, there was no one to look after the table. Hence the rust. Another case is about the Almo round coffee table. Customer claimed the base rusted and stained the tile, he needs to spend \$500 to replace those particular 2 pieces of tile. If the table was cleaned and looked after everyday or every few days, not only the base will not be rusting, but also there won't be possibility of staining the tile - such deep stain won't happen overnight).

In fact, almost all the products we have have steel parts or stainless steel parts. For example, all the screws are made of steel or stainless steel, the stands of all hanging chairs are made of powder coated steel (once the powder coating is damaged, it will rust), the pins and/or staples to hold the wicker and fabric to the frame are made of steel or stainless steel, most extension tables have railings and extension mechanism parts made of stainless steel. Some high-end products use marine grade stainless steel such as ES fire tables and firepits.

Thus, there are still chances for us to receive customer feedback regarding issues like this (especially when the customer's place is near salty water). We just need to inform them accordingly and give our suggestion.