



DesignByThem

Environmental Statement



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Our Sustainability Initiatives

At DesignByThem we embed sustainable initiatives into our design process and are committed to reducing the impact of our products on the environment and society. We aim to do this in meaningful ways through comprehensive product life cycle thinking that validates our assumptions and are constantly seeking to improve our environmental initiatives in the following ways:

TIMELESS DESIGN

Although it can't be quantified, we try to design our products to have a timeless quality and strive for aesthetic longevity. The only test of a timeless design is time itself. As our company matures beyond 15 years we are seeing many products designed 10+ years ago remain current and popular items in our range.

LIFE CYCLE PLANNING AND ASSESSMENT

When designing our products we consider all of the environmental impacts throughout the product life cycle. This includes not only the materials, finishing, packaging, transport and waste of the products but also the serviceability of the products and how they can be repaired, reused and recycled at the end of their life.

LONGEVITY

When we develop our furniture, we design for high use commercial environments and aim to use materials that will last. We offer a minimum of 5 years commercial warranty on all of our furniture and 3 years on our accessories but of course, the products are designed to last longer than this.

The life cycle impact of a product is a balancing act between durability and materiality and we use a MIPS approach (Material impact per unit of service) in order to determine the benefits of using certain materials and processes over another.

It is for this reason that all of our outdoor furniture uses either stainless steel or, aluminium or zinc plated steel to not only increase durability but also to allow it to be recoated and reused at the end of its service life rather than being recycled or thrown away. This saves the owner from having to purchase new furniture and reduces the need for other resources required to supersede them.





Product Stewardship

Repair, Reuse or Return

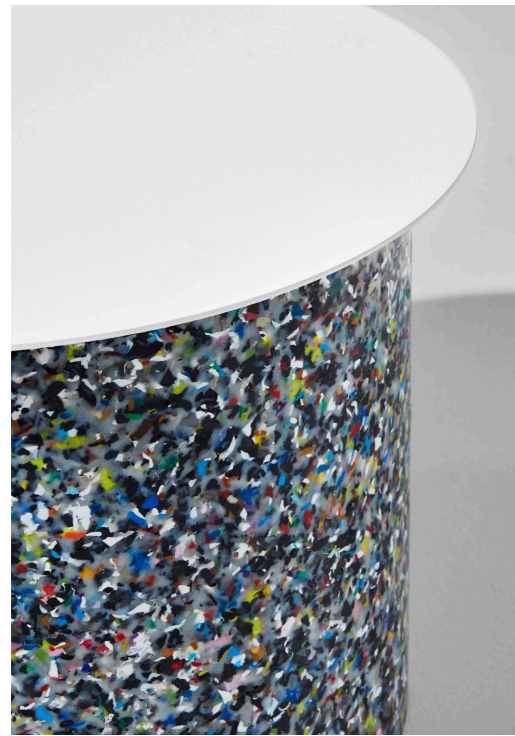
All of our products, at the end of its useful life, can be collected by DesignByThem at a negotiated transport fee for product repair, reuse or recycling as part of our product stewardship program. Many of our products are designed to be repaired to prolong their life and avoid recycling and landfill. We endeavour to use materials that can be refinished easily (such as re-powder coating our metal products, resanding and finish our timber products and cleaning or reupholstering our lounges and armchairs.)

With this in mind, many of our products are designed for disassembly as this not only makes them easier to repair, but it also allows materials to be easily separated and recycled and thus reduces the amount of material in landfill.

Using Sustainable Materials

RECYCLED PLASTICS

We are committed to using post-consumer recycled plastics wherever possible and seek to remove the use of virgin plastics from our products. We currently have two ranges using post-consumer recycled plastic and two types of post-consumer plastic.



100% HDPE Post Consumer - Australian Made

This is the speckled material you see in the Confetti range and we also use a similar material for the internal structure in our upholstered seat pads. This is made using post-consumer waste sourced from Australia. This is either rotationally moulded or made from cast sheet material.



100% HDPE Post Consumer - Made Overseas

The Butter range uses 100% post-consumer recycled plastic. This has a uniform colour which is achieved by dyeing white post-consumer recycled plastic (mainly derived from water bottles and shampoo bottles (HDPE)). This material is transported in sheets, flat-pack from our supplier to reduce its freight footprint and assembled in our Sydney workshop. The matte texture on this product also promotes longevity as it is highly durable.



Using Sustainable Materials

TIMBERS

We always aim to use FSC certified timbers in our standard products and finishes where available. This includes solid timbers (mainly Ash and Oak timbers) as well as our FSC timber veneers.



METALS

We prefer recycled metals where possible and use stainless steel and aluminium for most of our outdoor products as they are more durable and allow them to be recoated and reused at the end of their serviceable life.



ENGINEERED BOARDS

We use sustainably sourced E0 MDF and E0 vertiboard for our tabletops and high-pressure compact laminate for tabletops where durability is required.





Upholstery Substrates

INTERNAL STRUCTURES

We use sustainably sourced FSC plywood and E0 MDF in combination with integrated metal frames to add further strength. We use recycled plastic for seat pads and are introducing more post-consumer recycled plastic structures to the internals of our lounges to improve environmental performance.

UPHOLSTERY FOAM

We only use commercial grade, flame resistant foams that are low VOC, warranted for commercial use and have sustainable certifications such as GECA.

MATERIAL FINISHES

We use low VOC finishes wherever possible and specify finishes from reputable suppliers that have targets in place to reduce the impact of their production processes. We use powder coating, for example, instead of wet spraying on all of our metal products and water-based polyurethane to seal our timbers wherever possible.

HOUSE FABRICS

We have partnered with Kvadrat Maharam for our house fabric ranges and as our preferred COM suppliers. They are two of the leading textile manufacturers and have strong environmental initiatives in place. Our house ranges offer synthetic fabrics that have post-consumer recycled content and a range of certifications.

We also offer Green Star rated leathers as part of our house range.

Packaging

FURNITURE CRATES

At DesignByThem we practice a fit-for-purpose design philosophy whereby the packaging is designed in the most efficient manner whilst ensuring the items arrive without damage. Depending on the order, we often pack items in crates. Our plywood crates are custom cut with our in-house CNC machine to ensure orders are packed securely without any wasted space. This also allows us to avoid extra transportation from outsourcing bulky crate material.

WASTE REDUCTION, RECYCLING & REUSE

Our carton packages are made from recyclable and uncoated kraft corrugated cardboard. We currently shred any cardboard where possible into netting material that is reused for filling carton voids with the aim of reducing the use of foam or virgin materials. All other cardboard packaging is recycled if it can not be reused.





Warranty

All full priced furniture and lighting - Standard 5 year warranty from the date of delivery against any defects in workmanship, and must be cared for in accordance with the care instructions supplied.

All full priced accessories - Standard 3 year warranty from the date of delivery against any defects in workmanship, and must be cared for in accordance with the care instructions supplied.

All sample sale products are void of warranty.

This warranty is in addition to the rights granted by NSW State and Federal laws.

The warranty shall be deemed void if repair work is carried out without prior consultation with DesignByThem.

DesignByThem will not accept responsibility in any way for damage caused by incorrect assembly, vandalism, misuse or accident and such damage shall be construed as a breach of the warranty contract.

General wear and tear or natural ageing of the materials used are not covered in the warranty.

DesignByThem will provide repair options and make available parts or complete items free of charge at our discretion if items have been shown to be faulty. Parts or full items to be supplied within a reasonable period of time but no longer than the lead time of the initial product.

DesignByThem will not be liable for, and specifically excludes, any claims caused directly or indirectly by any event or matter beyond its control, including incidental, consequential or contingent damages suffered as a result of the use or assembly of the furniture or a breach of this warranty either written or implied.

The customer must inspect the goods on delivery and must on delivery notify DesignByThem in writing of any evident defect/damage, shortage in quantity, or failure to comply with the description within 7 days of delivery.

The customer must notify any other alleged defect in the goods as soon as reasonably possible after any such defect becomes evident. Upon such notification the customer must allow the seller to inspect the goods or provide photographs of the defect.

The warranty terms are accepted by the end user upon order and supply.

For more information please visit <https://www.designbythem.com/pages/care-maintenance-warranty>

About

OUR STORY

Established in 2007, DesignByThem was founded by industrial designers Sarah Gibson and Nicholas Karlovasitis. Based in Australia, the company is run by designers who are dedicated to creating and producing unique products for design professionals and enthusiasts alike. Our products are designed by Australian designers, developed in-house by the DesignByThem team, and produced worldwide. The brand's growing curated collection of furniture, accessories and lighting is characterised by its unique Australian perspective, timeless aesthetic and distinct playfulness.

DesignByThem products can be seen in offices, universities, restaurants, hotels, libraries and airports worldwide with pieces supplied for establishments such as Facebook, Google, Dropbox, Sydney Opera House, Auckland Airport, Louis Vuitton, Spotify and more.

OUR SERVICE

We want to make the lives of our clients and customers more enjoyable and are always asking what can be done to improve their working lives. To achieve this, we work closely with our clients, providing them with all the tools and information they need as well as having designs and supply chains that allow for customisation. We know and understand that one size can't fit all which is why we provide the option to tailor our products to suit aesthetic or functional requirements or create completely new designs according to a client's needs.

15+

YEARS IN BUSINESS

9K+

ORDERS DELIVERED



Contact

Get in touch

info@designbythem.com
+612 8005 4805

designbythem.com
@designbythem

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