

Australian Handcrafted Furniture
Designed and Made
By our Family, for Yours.

mrandmrswhite.net

Warranty and Care Guide



MR AND MRS WHITE



CARE GUIDE

We care about our products and we hope you will too as you welcome each piece into your home or workplace. Follow these simple steps so you can enjoy your Mr and Mrs White furniture for many years to come.

Caring for Timber

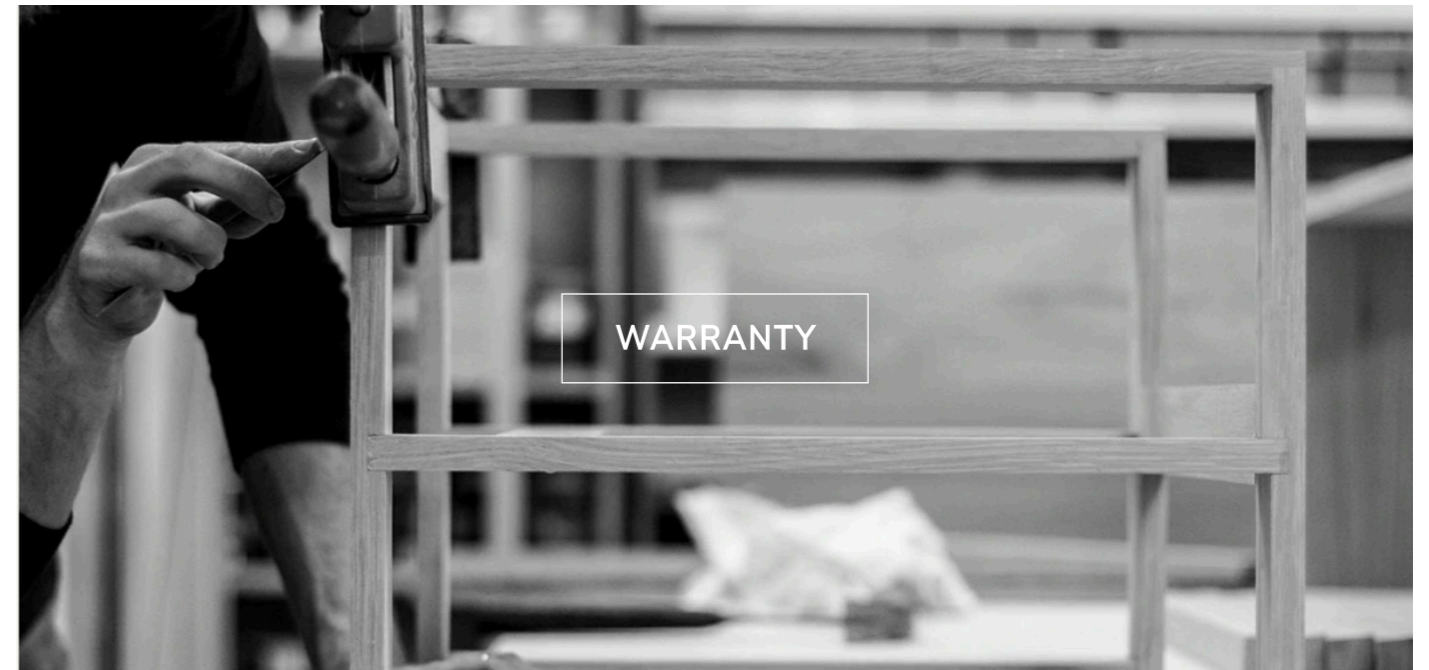
Timber is a natural material with grain detail, colour and finishes subject to variation. It is a natural quality of timber for movement to occur - especially in warmer climates and in environments where temperatures change frequently from hot to cold, ie. in front of air-conditioning units. In light of this we ask that you choose carefully the location for the product and be aware that environmental factors will have an effect on your furniture.

For longevity of the piece of furniture we recommend keeping out of direct/reflective sunlight as well as in contact with moisture/liquid. Furniture should be placed where it is protected from outdoor elements.

- Regularly wipe down with a soft, dry cloth (preferably microfibre) to remove dust and dirt.
- Do not wet down or leave spills to sit on the timber surface.
- If spills occur - wipe up immediately with a cloth followed by a dry cloth to remove any excess moisture.
- Take care when placing unglazed ceramics as they may scratch the surface.
- Do not place hot and cold items directly on the surface. We recommend using coasters and trivets to avoid any permanent marks on the surface.
- Do not use any other cleaners or polishes as they may cause permanent damage.
- Please note: liquids containing alcohol e.g. nail polish cannot be removed.

Caring for Upholstery

- Regularly remove dust and dirt from leather and fabric-covered furniture.
- Vacuum fabric upholstered items frequently. Make sure to use the soft brush vacuum nozzle when cleaning. Abrasive scrubbers and brushes can scratch and damage the upholstery.
- Occasional use of a lint remover is recommended on any fabric covered upholstery to remove fuzz that may develop with use.
- Leather is a natural material and will damage if it has long-term exposure to the sun or if placed directly near a heat source. For longevity never place near fireplaces and radiators.
- Never sit or place damp/wet items on leather or fabric upholstery.
- If a spill occurs - wipe up immediately with a cloth followed immediately with a dry cloth to remove any excess moisture.
- For leather upholstery we recommend applying leather conditioner 1-2 times per year. This will keep the leather from drying out and developing cracks, which can effect the structural stability of the stitching if left.



WARRANTY

We believe in the quality that comes with a product that is handcrafted. If a problem arises with our product please read below what is covered for structural warranty claims.

Terms of Warranty Claim

- All warranty claims must be sent in writing to Mr and Mrs White Pty Ltd. We will determine if the claim is valid and notify of the claim result. If the item needs to be repaired one of our team will consent for the item to be sent back to our factory for repair or replacement.
- Any items sent to us without prior consent will be delivered back at the expense of the buyer.
- The warranty covers the cost involved in the repair but excludes any transport or freight costs associated with the claim.
- We will not accept any returns if the item has been tampered with, e.g. has been repainted, refinished, reupholstered or if the item has not been used appropriately for its intended purpose.

Upholstery

- Warranty on the upholstery covers the structural integrity of the piece, which includes 10 years warranty on the webbing and 5 years warranty on the stitching.
- Environmental factors can affect the performance and appearance of the upholstery, causing changes such as fading and colour change in the leather and fabric which is NOT covered by warranty.
- The general look and feel of the upholstery is subject to everyday wear and tear and thus cannot be warranted.

Timber Furniture

- A 5 year Warranty covers the structural integrity of timber items. Our products are made well and with care and the intention that they are enjoyed for many years to come, subject to their intended use. Our timber furniture should not be dragged along the floor, jumped on or used in any way that it was not designed for.
- Environmental conditions can affect the performance and appearance of your furniture, causing changes such as shrinkage, expansion, bowing, splitting and colour change which is NOT covered by warranty.
- Finishes are also subject to everyday wear and tear and thus cannot be warranted.
- To maintain and keep your furniture looking its best please refer to our Care Guide.

Contact Us

For further information or to make a claim please contact us:

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