

## Warranty | Private market

The Supplier represents and warrants, at the time of delivery and for a period of 24 (twenty-four) months thereafter (the “Warranty Period”), that (i) all Products are and will be merchantable and without any defects in design, construction, functionality and materials and (ii) that the performance and fitness for the purpose of the Products will be in accordance with the requirements and specifications.

The warranty covers indoor and outdoor products for occasional usage only and not commercial use for the date of delivery. The warranty covers material-, and production defects defined as physical faults and defects from the date the product was delivered from the Supplier to the Customers designated delivery address. The original invoice must be presented as proof of the purchase.

The warranty does not cover if the products mentioned in this contract has been stored, mounted or used in a wrong way, misused, altered, maintained or treated with wrong detergents. The warranty does not cover normal wear and tear, cutting marks, scratches, stains or damages caused by bumps or accidents.

Periodic maintenance is necessary. Products should be inspected at least once a month for damage or signs of structural fatigue incurred in daily handling in addition to receiving regular cleaning & maintenance (i.e. screws and bolts should be tightened, foot caps and gliders replaced regularly at the owner’s expense). If a defect is found, take the item out of service immediately and contact Mater.

### **Incorrect use**

Coats and other articles should not be hung on the back of products. This practice may cause products to be unstable. Do not stand, lean, climb, kneel or rock on any products. Chairs are not designed to be placed seat down on table surfaces. Chairs stored in this manner are unstable. Chairs falling from table tops may compromise the structural integrity of the shell/base attachment. This damage is not covered under the warranty.

### **Stacking / Unstacking**

Damage to products caused by stacking and unstacking method or moving stacked products are not covered under the warranty.

### **Materials**

Variations in colors, grain or texture of wood or leather reasonable commercial match are not warranted due to natural characteristics of the materials. Upholstery materials are not warranted against fading.

### **Claim**

Should a defect occur, Mater’s sole obligation will be to repair or replace at our option defective goods free of charge provided the product is returned to us promptly, as directed, prepaid, and with an RMA (return merchandise authorization) number. Customer must provide physical documentation in form of digital images or similar clearly explaining the defect and how it occurred.

## Care and Maintenance

To maintain the finish quality of your Mater product, please follow the cleaning procedures provided below. The instructions for the care and maintenance are provided to you as a service. No warranty is implied since results may vary.

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### INDOOR

#### Wood

##### Lacquered or stained wood

Lacquered or stained wood offers a stronger surface than oiling and is also effective when colored surfaces are desired. Compared to natural or oiled wood, lacquered and stained wood is easier to clean and requires very little maintenance.

For daily care it is recommended to dust the furniture with a soft cloth. Lacquered and stained wood can be cleaned with a soft cloth wrung in a mild solution of lukewarm water and a universal cleaning detergent. Always follow the wood grains and always dry with a soft dry cloth immediately after cleaning.

Avoid use of abrasive cleaning agents and aggressive cleaning detergents as this will damage the surface of the lacquered or stained wood. Avoid placing wooden furniture in direct sunlight, excessive heat or humidity. We always recommend use of trivets under hot objects, such as coffee pots and cups to prevent damages on the lacquer or stain.

##### Soaped wood

Soaped wood requires a gentle and daily care in order to avoid permanent stains. Clean with a slightly damp, soft, lint-free cloth and follow the wood grains and always dry with a soft dry cloth immediately after cleaning. In case of stains on soaped wood, sand the surface lightly with sandpaper grade 220 or 240. Then wipe with a dry soft cloth and follow the wood grains and apply the white soap following the wood grains.

Avoid use of abrasive cleaning agents and aggressive cleaning detergents as this will damage the surface of the lacquered or stained wood. Avoid placing wooden furniture in direct sunlight, excessive heat or humidity.

#### Leather

As a natural material, leather requires maintenance and care. If you care for the leather in the right way, it will become even more beautiful over time. Like most natural materials, it does need some care and looking after to ensure its long-lasting appeal year after year, generation after generation.

##### Dunes Leather

An elegant, matt surface with a somewhat velvety look and feel made from some of the best European hides with a chrome-free water-based aniline dye. A special process involving sanding, buffing and applying a special type of leather oil to the surface gives it that almost velvety touch.

Part of Dunes' extra appeal are the subtle, natural markings which bring a unique personality to each hide. Beautiful patina will appear over time as a result of the leather's exposure to daylight, interior lighting and usage. Over time the more you use Dunes, the more the leather becomes shinier and smoother.

Only vacuum clean with a soft brush. Never use soap or water otherwise the velvety look and feel will disappear. Do not apply leather grease or soak the leather. Avoid any chemical products, such as saddle soap, other leather cleaners or household products. Protect from direct sunlight, excessive heat and sharp objects.

## Royal Nubuck Leather

Royal Nubuck has a natural grain and a smooth velvety finish that gives it a very special character. Made from some of the best European hides with a water-based aniline dye the leather has a high breathability, which gives an amazing seating comfort and will become smoother and shiny in use.

Only vacuum clean with a soft brush. Never use soap or water otherwise the velvety look and feel will disappear. Do not apply leather grease or soak the leather. Avoid contact with water, liquids or any chemical products, such as saddle soap, other leather cleaners or household products. Protect from direct sunlight, excessive heat and sharp objects.

## Ultra

One of the most versatile leathers around, Ultra is an everyday type of leather that is easy to maintain. Buffed and embossed and truly nice to touch, the surface of Ultra boasts a uniform grain pattern with a water-based aniline dye. Ultra is a very strong leather that's smudge-proof, able to withstand wear and tear, showing little signs ageing or the effects of exposure to light.

If you see the need for cleaning, use a vacuum cleaner once or twice a month with a soft brush to remove any dust. Once or twice a year for thorough cleaning, use the foam from soap flakes stirred in warm water. Apply the foam with a dry soft cloth, minimising any contact with water. When the leather is dry, polish it with a soft, dry cotton cloth. Avoid bar soap, saddle soap, leather cleaners, household detergents or chemical products. Protect from direct sunlight, excessive heat and sharp objects.

## Textile

Regular cleaning is important in order to keep the upholstery textile looking its best and to prolong its life. Dust and dirt wear down the textile and also reduce its fire-retardant properties. Vacuum frequently, ideally every week, at half power where appropriate.

In case of stains; If you act quickly, it is not difficult to remove spills and prevent stains from forming. However, we cannot guarantee complete stain removal. First, scrape off any liquids or hardened residues with a spoon or a scoop before you proceed. Any loose particles must be vacuum cleaned before further cleaning. Liquids must be soaked up with an absorbent napkin or cloth. Remove non-greasy stains by carefully dabbing with a lint-free cloth or sponge wrung out in warm water

## Metal

### Polished aluminium

A polished aluminum surface is durable and requires very little maintenance. It is recommended only to use a soft dry cloth to clean polished aluminium surfaces or if necessary a soft cloth wrung in lukewarm water can be carefully applied.

In case of large scale stains; mix 1 tablespoon cream of tartar with one quart of lukewarm water. Apply the mixture on the aluminum with a soft cloth. If necessary scrub gently with a steel wool pad in a back and forth motion. Avoid using a circular motion as this can cause an uneven look. Be cautious not to scrub too hard with the steel wool as this can scratch the aluminum. Finish by applying a little bee wax on the surface to obtain the shine.

### Powder coated aluminium

A powder-coated aluminum surface is durable and require very little maintenance. It is recommended only to use a soft dry cloth to clean powder coated aluminium surfaces but in case more severe cleaning is necessary, a soft cloth wrung in lukewarm water can be carefully applied. Always dry immediately after cleaning with a soft dry cloth. Avoid using abrasive cleaning agents or aggressive cleaning detergents on powder coated surfaces as this may permanently damage the surface.

## Stainless steel

Dust stainless steel products for daily care using only a soft dry cloth. Cleaning of stainless steel should be done only by using a cleaning detergent specifically for stainless steel. Cleaning agents not developed specifically for stainless steel may permanently damage the surface of the stainless steel and should never be used.

## Polished brass

Dust brass products for daily care using only a soft dry cloth. Polished brass must be routinely maintained to retain the desired appearance. The darkening or black spotting on the surface is simply oxidation taking place. If left untreated brass will eventually turn entirely, but unevenly, dark. Should be treated with metal polish, such as 'Brasso', to remove tarnish. Frequency of the treatment depends on use and abuse, location and oxygen exposure.

## Powder Coated Steel

Wipe with a clean cloth wrung in water or in a solution of water and a neutral detergent. Remove soap residue immediately using a clean dry cloth. Avoid using scouring cream or scouring pads, as they may scratch the surface. Minor scratches or damage to the powder coated surfaces can lead to corrosion.

## Glass

All glass in the Mater lighting collection is hand-blown and handcrafted by skilled craftsmen, which ensures that each item is unique and has its own character. Examples of characteristics of hand-blown glass are minor air bubbles and variations in form and thickness. Since the process is performed by hand, slight deviations in colour may occur from item to item.

Daily cleaning of glass is best done using a dry soft cloth. If more severe cleaning is necessary, it is recommended to use a soft cloth in combination with a standard glass cleaning detergent and dry off with a soft dry cloth afterwards. Avoid using abrasive cleaning agents on glass as this will damage the surface.

## OUTDOOR

### Ocean Collection

#### CAUTION:

The products in the Ocean Collection have an outdoor primer which provides a barrier to corrosive elements making it suitable for outdoor use and designed to last. All products in the Ocean Collection are handcrafted and minor blemishes and imperfections may be visible. These are not considered defects and do not interfere with the quality and function of the product. Always remove stains quickly before they can do any permanent damage to the furniture.

When you move your furniture make sure you lift it rather than pulling or pushing it to avoid damaging the floor, legs and mountings. On chairs, avoid improper use such as sitting on the back or armrests, tilting the seats on their back legs, putting your feet on the furniture or standing on it. Be careful not to damage or scratch the surface with sharp objects.

Minor spots of rust under the furniture and bases are considered as a natural result of general use and can be treated using the care instructions. Direct placement on a seafront can lead to corrosion. Wipe off bird droppings quickly as they may lead to staining or permanent corrosion. Wipe off the furniture if it becomes wet after rain or snowfall as this will damage the surface over time.

Sharp tips and points can also appear on the surface, which can be removed with a metal file. Take care not to scratch the chairs against each other when stacking them. Do not move or drag the chairs around when stacked as the weight will damage the legs. On tables, tighten up the screws after one to two months' use.

#### STORAGE:

The life expectancy of your furniture will vary depending on the weather and type of use. We recommend that you store it in a dry, ventilated place during winter and keep it protected from scratches and bumps.