

Furniture Maintenance and Warranty

FURNITURE STORAGE

- The furniture should be stored and used only indoors. The air temperature should be between 15°C - 25°C and a relative humidity of 40-60%. Do not place furniture near heating devices as heat may dry the furniture and make it deform.
- The furniture should be protected from direct sunlight at all times.

FURNITURE FEATURES

- Wood is a natural raw material hence the colour may vary slightly based on the density and the type of furniture. Even if the furniture was purchased at the same time, it can be affected by environmental factors differently hence products may lose their original appearance and/or colour.
- Different indoor heating systems may have different affects to wood joints which may result in micro cracks. Due to the expansion and contraction of wood furniture, general dimensions may be slightly different. The permissible and tolerable furniture dimensions are +/- 2mm difference.
- Production of wood door textures and patterns are selected in order to match each other however, wood is a natural raw material and even the same kind of wood product may vary in colour, texture and structure. Over the years, the wood may have a different surface coating to change the tone colours. These differences and the colour changes are not considered to be defects. These changes are affected by sun's rays, smoke, household cleaners and other environmental conditions and factors.
- Solid wood furniture can dry in standard home heating conditions therefore, it is recommended to humidify household air. At humidity below 40%, there is a high risk that a piece of furniture may develop cracks. This happens not because of the manufacturer's fault, but due to improper use and care of the wood.
- During non-heating season, an increase in humidity over 60% may cause wooden furniture to attract moisture from the environment. The furniture may expand, moving parts may begin to touch each other, and others may become slanted or may become disjoined or spliced so, should this happen, immediately but moderately start heating the premises or use a dehumidifier. Even if moisture has been returned to normal levels, some furniture defects, such as curves, cracks, may never be the same.

FURNITURE CLEANING

- Clean natural wood furniture with a soft damp cloth. If necessary, use conventional non-abrasive wood surface specific cleaning agents by diluting them with water.
- To prevent water damage or imbedded stains, dirt from the furniture must be removed immediately. It is very important for furniture surfaces to be dried immediately after with a dry soft damp cloth.
- To restore or revitalise furniture we recommend using furniture care product according to the packaging of the products which are adapted to the specific wood and its purposes and in accordance with the operating rules. Under no circumstances should the use of strong detergents that contain ammonia, alcohol or extenders be used on solid wood/wood furniture.
- Be sure that the furniture is never in any extended contact with alcohol, coffee and other bright colours containing materials or liquids. Be careful not to damage the furniture with sharp objects. The guarantee does not under any circumstances cover the mechanical, fluid or cause heat caused damage.

USE OF FURNITURE

1. On the furniture doors, drawers or other moving parts it is prohibited to attach or hang additional loads. In order to prevent the cabinet door rail and drawers from deformation, furniture doors and

drawers must be closed without excessive use of force and, they must be kept closed while not in use.

2. It is prohibited to place hot items on work tops without a special pallet at all times. Spills must be cleaned immediately with a clean dry cloth.
3. Fasteners, bolts and screws are used to tighten the furniture, if they become loose and cracks appear, these fittings need to be periodically re-tightened.
4. When cutting on a wooden table, it is necessary to use a chopping board at all times.
5. If moving furniture from one place to another, it must be lifted, not pulled as pulling may deform joints.

COATING MATTER INTAKE

- Natural wood characteristic don't always absorb the coating material smoothly. This is typical for door ends as well as panels (see: Furniture Features).
- It is normal for constant expansion and contraction of natural wood, painted door frame joints can lead to a small paint break line. This effect is considered to be a natural wood characteristic in addition, normal use of doors and other moving parts is classed as standard wear and tear hence it is outside of the warranty conditions.

COATING / AGING

- Door coating method, when the products are coated/aged this is classed as hand-made result. This coating method provides a unique appearance to each door, at the same time the intensity of aging may vary between different products. Aging intensity variation cannot be regarded as a manufacturing defect and are not covered by our guarantee. Moisture fluctuations may cause panels to shrink a bit resulting in a line between the door frame and the infill – this may be temporary and is not a guarantee.

WARRANTY

- All furniture manufactured by our company has a two-year warranty. The warranty period starts from the date of you receiving the furniture. The guarantee applies to quality defects caused by the fault of the manufacturer on condition that the assembly of the product have complied with assembly instructions and the product has been used for its intended purpose.
- Client warranty period defects that have been observed must be notified to LHM Interior no later than 1 calendar month after from the day of receipt of the furniture by email or direct contact by phone to LHM Interior. The claim must specify the defective product or product name and an explanation of the defect.
- LHM Interior does not guarantee any shade inequalities on non-coloured wood. Because our furniture is made from natural materials, over time they may develop shade inequalities, which may lead to fading due to direct or indirect light.
- During the warranty period LHM Interior will repair or replace all defective parts or products as soon as possible, but no later than 30 calendar days from receipt of the claim (if the period is longer, the Client will be notified and timescales provided).
- The guarantee applies to products only if the geometry of the product is off by more than 2 mm per meter side, and only when care instructions have been followed and adhered to and followed as per this document.

WARRANTY is VOIDED WHEN:

- Furniture is not used for its intended purpose and compliance with the requirements and instructions have been neglected despite recommendations.
- Furniture was fitted with additional parts not supplied by LHM Interior.

- Furniture was damaged due to improper use, storage or transport.
- Furniture repaired by the client or by third parties.
- Furniture was not properly maintained and or looked after.
- Furniture was not assembled by LHM Interior furniture assemblers.

WARRANTY DOES NOT APPLY:

- On regular/normal wear and tear or fading.
- Natural texture and shade is inconsistent.
- Necessary maintenance work emerged after the beginning of the warranty period.
- To brittle material (glass, artificial materials etc.).

REMARKS

- LHM Interior does not guarantee that the newly reproduced door or wooden colour components will be identical to the already existing door (see: Features of furniture).
- LHM produced Interior doors with a solid wood infill have a maximum width of 600 mm. If the door is in excess of 600 mm, the guarantee does not apply.
- Sanding marks are not removed, on the reverse side of the door.
- Defects or damage resulting from improper or negligent installation (if not installed by LHM Interior furniture assemblers), accidents, and careless use of the furniture also results in the guarantee not being applicable.