

Care And Maintenance And Warranty Instructions

SOLID WOOD AND RATTAN PRODUCTS CARE AND MAINTENANCE GUIDE

Our solid wood and rattan furniture is crafted from carefully selected natural materials, free from adhesives or binders, perfectly aligning with sustainable environment friendly request. Each piece of wood displays unique natural grain patterns, creating a visually pleasing effect that showcases the beauty and comfort of nature. The natural features of the wood, such as growth rings, variations in color and texture, resin pockets, knots, and other imperfections, all contribute to the furniture's natural charm. As each tree is unique, each piece of furniture carries its distinct characteristics. These natural marks are preserved throughout the finishing process, beautifully highlighting its individuality.

To extend the lifespan and maintain the quality of your furniture, please refer to the following care and maintenance guidelines: over time, continuing to enhance your living space with natural aesthetics and a warm experience.

Usage and Care Tips:

- Avoid exposure to moisture, direct sunlight, extreme humidity, and heat sources. Maintain a stable indoor humidity level.
- Use curtains to block direct sunlight, preventing fading and deformation.
- Prevent heavy pressure, impact, and scratches from hard objects. Proper use will help prolong the life of your furniture.
- Regularly apply furniture care oil to enhance gloss and durability.
- Check for signs of pest infestation and use insect repellent if necessary, while ensuring proper ventilation.
- For outdoor use, we recommend choosing weather-resistant rattan materials (such as PVC rattan).

Daily Cleaning and Maintenance:

- Gently wipe away dust with a dry cloth or a cloth dampened with water, ensuring no moisture is left behind.
- For stains on solid wood surfaces, use a soft cloth soaked in a mild cleaning solution and wipe with clean water afterward. For rattan, use a soft brush or diluted cleaning solution to remove stubborn dirt.
- Frequent use of rattan furniture helps promote the absorption of oils by the rattan and wood, making them more durable and glossy.
- After cleaning, a small amount of furniture care oil can be applied to solid wood surfaces to enhance shiny finish. over time, continuing to enhance your living space with natural aesthetics and a warm experience.

Accident Handling and Repairs:

- If the surface finish is damaged due to impact, contact a professional for repair to prevent further damage.
- If you notice looseness or wear, repair promptly to avoid additional harm.

Through regular maintenance and proper care, your solid wood and rattan furniture will retain its beauty over time, continuing to enhance your living space with natural aesthetics and a warm experience.

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WARRANTY INFORMATION

Our products is not only in aesthetic appeal and functionality but also in the accompanying after-sales services. We are committed to providing customers with innovative and craftsmanship quality products. From the date of purchase, we are pleased to offer dedicated quality assurance services and provide solutions for any issues that may arise during the use of our products.

Wood Door Warranty:

The warranty period for wooden door panels and wooden door frames is 2 years, while the warranty period for hardware accessories is 1 year.

Warranty Information:

- Cabinet Furniture, Hinged Doors, Sliding Wardrobe Doors, and Sliding Door Roller is hardware: Warranty period is 2 years. Based on normal wear and tear usage condition.
- Hardware Accessories: This includes tracks, hinges, handles, flip door supports, and bed slat frames, all covered by a 2-year warranty.
- Warranty terms for functional accessories are subject to the product manual. If the manual does not specify, lighting-related accessories and electronic components have a 1-year warranty, while all other types of functional accessories are covered for 2 years.

What the Warranty Covers:

- Defects in materials or workmanship under normal Based on normal wear and tear usage condition.
- Replacement or repair of defective components will be reviewed and determined by Pamper Haus Design Shop.

What the Warranty Does Not Cover:

- Beyond normal wear and tear.
- Damage caused by misuse, neglect, accidents, or unauthorized modifications.
- Damage resulting from improper care or maintenance.

Warranty Service Process:

- Contact our Warranty Support Team at:
Phone Space: 415-754-0166
Email Space: info@pamperhaus.net
Address: 611 Gateway Blvd Suite 120, South San Francisco, CA 94080
- Provide proof of purchase (e.g., receipt or order confirmation).
- Include a detailed description of the issue and, if possible, photos of the damage.
- Follow the instructions provided by our support team for next steps.