

# VINEKO

## Material Maintenance



- **POWDER COATING ALUMINUM :**

Known as architectural aluminum, 6063 Aluminum is the choice for extrusion with its excellent extrudability, high corrosion resistance, and ability to be formed into complex shapes. By powder-coating, the finish is scratch and UV resistant, highly resistant to corrosion.

Remove any grease or deposits with organic solvent. Swab down with a mild diluted detergent followed by rinsing with cold clean water. Dry off with a soft cloth. If necessary, use a soft brush to remove the dirt from the pores. Do not use any abrasive cleansers to damage the coating.

- **POWDER COATING STAINLESS STEEL :**

SUS 304 is a stainless steel with superior corrosion and oxidation resistance, making it suitable for long-term use in various environment either outdoor or indoor. By powder-coating, the finish is scratch and UV resistant, highly resistant to corrosion.

Clean with soft or mild fluid detergent in warm water, applied with a soft cloth or sponge. Rinse with clean water. If necessary, use a soft brush to remove the dirt from the pores. Do not use any abrasive cleansers to damage the coating.

- **FABRIC :**

Due to the fabric's good water-repellent and anti-fouling performance, timely removal of dirt and splashes on the surface can effectively prevent pollutants from infiltrating into the fabric and stubborn stains.

First, remove the stain with an absorbent cloth or a soft brush. Spray the mixture (Water 10: Detergent 1.5) onto the stain and wait for 5-10 minutes. Brush back and forth with a soft brush, meanwhile use absorption cloth to absorb the sewage in time.

Then spray clean water on the soapy area. Scrub gently with a clean soft brush, at the same time blot soapy water with an absorbent cloth. Repeat the process until no soapy water spillover occurs then air dry finally.

- **BATYLINE :**

Batyline is a mesh material woven with polyester fiber covered by a coating of PVC. Lightweight, resilient and durable, this eco-friendly range was developed on the basis of environmental criteria from the very beginning.

Clean with water and pH-neutral detergent mixture. Use a soft brush and brush the surface repeatedly in a circular motion. Leave it for a while before rinse. Wipe with a dry cloth.

- **PE RATTAN :**

PE Rattan VINEKO use is a superior quality, polyethylene-based fiber characterized by high flexibility and tensile strength. The unique process used to create this synthetic material ensures a fiber that is completely colored throughout, smudge-proof, and resistant to temperature variations.

Clean using a mild natural detergent with warm water and a soft non-abrasive brush. Rinse with a gentle spray of clean water. Dry with a clean cloth.

- **TEAK :**

Teak is the most suitable species for outdoor furniture due to its extremely durable, stable, water and weather resistant. Its high levels of natural oils result in minimal moisture absorption, giving it great stability.

Clean teak gently using water and mild detergent for regular cleaning. Use cloth or sponge instead of stiff or wire brush, which may leave unwanted textured surface. If there's some stains that can't be cleaned, gentle use abrasive paper to remove and surface scratches.

- **HPL :**

High pressure compact panel (HPL) are based on thermosetting resins, homogeneously reinforced with wood based fibers and manufactured under high pressure and high temperatures.

Apply mild and non-abrasive detergent to a damp cloth and wipe it gently. The grooved part can be cleaned with a soft nylon brush. Do not cut objects or place high temperature objects directly on the table.

- **FURNITURE COVER :**

These covers are made from waterproof and UV-resistant solution-dyed polyester fabric, which can protect furniture from light rain, dust and mildew forming, to prolong the life time of furniture.

Make sure the furniture is dry before covering. After heaven rains or snow, checking the furniture cover is necessary, remove the snow or water on the cover to keep it in good condition.

# VINEKO

## Warranty Terms



A warranty period of 2 years applies to all VINEKO products, with the exception of umbrella, lamps, batteries, cushions, protective covers and textiles. And for 1 year when the furniture is used less than 1km from the sea or salt water. The warranty doesn't cover that the furniture is placed in chlorine filled environment.

The warranty starts from the day the product was bought directly from VINEKO or official VINEKO trading partners. (See date on the proof of purchase).

The 2-year warranty applies to manufacturing and material errors that occur during normal usage, and not to errors or deficiencies occurring in the course of time or normal usage (wear and tear). Conditions that are not covered by this warranty include -but are not restricted to - colors fading, changes in wood textures, scratches occurring during use, damage resulting from defective maintenance or incorrect use, etc. The warranty does not for example cover discoloration or colors running, cracks, scratches or tears occurring in the varnish due to usage.

In order to look into warranty issues, VINEKO requires all the materials to be sent: product's unique code, photos or video of issues - general overview and close-ups (see detailed claim procedure) . Customer service personnel will respond to feedback within 48 hours and provide a solution as soon as possible.

### Claim procedure

Written documentation is required prior to any judgement regarding defective products, including:

- Copy of the invoice / proof of purchase
- Photography of the relevant furniture, clearly illustrating the defect
- Description of the product, code and batch sticker (underneath the seat or table top)
- Description of the defect
- Description of the time and circumstances when the defect was discovered
- Description of the packaging, clearly showing if the box was closed or opened upon delivery

In the case that the damage is caused by a manufacturing defect, and within the limitations of the warranty, VINEKO will, at its own discretion: replace or repair the damaged product or parts, or offer a credit to replace or purchase new products.

Shipping of replacements or replacement parts are subject to a lead time of eight to twelve (8-12) weeks. Expedited or substituted replacement parts

are subject to express charges. If the product is no longer sold by VINEKO, VINEKO has the right to provide an appropriate replacement, as determined by VINEKO.

Those which is not caused by the product quality problem (man-made damage, improper use or force majeure), the company will provide the customer with suggestions and quotations for repairing and replacing the components.

In case damage was caused during unpacking, transport, transit, freight or delivery, VINEKO will look for a relevant solution, together with the buyer and the transport company, taking into consideration relevant insurances.

Note that damage caused by third parties is not within the scope of liability.

#### **Limitations due to non-intended reasonable use**

Our warranty is developed for the intended reasonable use, and any damage which occurs from the following causes is excluded from this limited warranty: smoking, sharp objects, misuse, abuse, renting or borrowing, alterations, accidents, placement of excessively hot items on the surface of the product, use by people who weigh in excess of 150kg/300lbs, damage by pets or wild animals, sitting on backrests or armrests, sitting on wet seats, use for transport or any other use beyond the intended reasonable use of the furniture.

#### **Limitations due to extreme conditions**

Any damage which occurs from the following causes is excluded from this limited warranty: natural disasters, extreme weather conditions, extremely high winds, floods, fires, earthquakes, accidents, war, violence, terrorism or any other extreme condition.

#### **Limitations for showroom samples**

Furniture from our store, showroom or our agent's store, are sold "as is", meaning that they might have been used for photography, display or showroom purposes, and might show certain signs of use, and our limited warranty doesn't apply.

#### **Maximum liability**

Maximum liability is the purchase price of the failed product in the form of a credit to replace or purchase new product.

VINEKO will not be liable for any consequential, economic or incidental damages or delays resulting from a product defect.

VINEKO will not cover any damage or injuries to third parties, such as, but not limited to: injuries to people or animals, damage to clothes, floors, walls, furnishing and any other consequential damages.

Implied warranties don't apply.