

MAMAGREEN

MAINTENANCE AND WARRANTY

SLING FURNITURE MAINTENANCE INSTRUCTIONS

MAMAGREEN slings are either Batyline® or Twitchell™, both international industry leaders in outdoor textile technology. Their slings are extremely durable, developed to withstand prolonged exposure to the elements, including marine environments. Strong, coated polyester also means these fabrics have outstanding 'bounce back' qualities that will not be adversely affected by repeated (normal) use.

HANDLING

Our slings are flame, stretch and tear resistant. However care should be taken to avoid direct contact with sharp objects. Stack chairs carefully, making sure not to pierce sling. Overloading the sling surface will eventually impact the durability of the textile.

CARE

If cleaning is required, do not remove slings from frames. Just wash directly, with a mild household soap and lukewarm water, allowing the soapy water to seep in. Then clean gently with a soft synthetic brush. Rinse; this textile is quick drying and will be ready to use again in a few minutes.

MAINTENANCE

These high-tenacity polyester yarns require no specific maintenance. Re-defining 'easy care', brushing off dirt, then hosing down monthly should ensure they only require washing occasionally.

STORAGE

While not essential, It is always best to store furniture indoors or under cover if not in use for long periods of time, or if weather or environmental conditions are unusually harsh.

NEVER

Do not use acidic, alcohol-based or solvent based cleaners. We recommend using any ordinary household soap, or diluted dishwashing detergent. Do not use steel bristle brushes or highly abrasive cleaning aids.



BATYLINE® KEOPS® MAINTENANCE INSTRUCTIONS

BATYLINE® KEOPS® is a high-tenacity, thermo-fixed composite webbing. It has a soft, natural feel with excellent 'bounce back' properties and seating comfort. Using Canatex (hemp blended with polyester) it is 100% recyclable and recycled, yet can withstand prolonged exposure to the elements.

HANDLING

KEOPS® is flame, stretch and tear resistant. However care should be taken to avoid direct contact with sharp objects or open flames. Overloading will eventually impact the durability of the textile.

CARE

If cleaning is required, do not remove from the frame. Just wash with a mild household soap and lukewarm water, using a soft synthetic brush. Rinse; this textile is quick drying and will be ready to use again in a few minutes.

MAINTENANCE

These high-tenacity polyester yarns require no specific maintenance. Re-defining 'easy care', brushing off dirt, then hosing down regularly should ensure washing is only required occasionally.

STORAGE

While not essential, It is always best to store furniture indoors or under cover if not in use for long periods of time, or if weather or environmental conditions are unusually harsh.

NEVER

Do not use acidic, alcohol-based or solvent based cleaners. We recommend using any ordinary household soap, or diluted dishwashing detergent.

Do not use steel bristle brushes or highly abrasive cleaning aids.



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SUNBRELLA® CUSHIONS AND PILLOWS MAINTENANCE INSTRUCTIONS

Sunbrella® is a well-known world leader in performance outdoor fabrics. Combined with QuickDryFoam® cores, MAMAGREEN Sunbrella® cushions and pillows are top quality; they hold their vibrant color even with constant exposure to the sun, salt and chlorine of harsh outdoor environments, are water repellant, and mould and mildew resistant.

CARE

Easy to clean, simply wash covers after removing cushion or pillow cores. Brush off dirt, then spray with warm, soapy water, until the fabric is soaked through, and handwash. You may use a household stain remover, as necessary. For stubborn stains, brush both sides gently with a soft, synthetic brush, across the cover from seam to seam (rather than with a circular motion). Rinse and allow to dry naturally.

For normal spills, blot (rather than rub), then clean as above. For any outstanding issues, reference the detailed 'how to clean' details on the Sunbrella® website.

MAINTENANCE

Subrella® textiles are legendary, engineered to combine the highest level of both design and performance. For extra long-term durability, a spray-on fabric guard may also be applied (in a cross-hatchet motion), and repeated as necessary.

STORAGE

While MAMAGREEN cushions and pillows are impressively water repellant, it is best to store inside when not in use for extended periods of time, airing occasionally.

NEVER

Bleach (diluted with water, at a ratio of 5:100) may also be added to soapy water for washing if required, but do not dry-clean, or undertake any cleaning that uses heavy chemicals. Do not wash with hot water (exceeding 30 degrees). Machine washing is not recommended, and do not dry in an electric clothes dryer.



TWITCHELL™ UPHOLSTERED FURNITURE MAINTENANCE INSTRUCTIONS

MAMAGREEN purpose-designed upholstery materials are selected from the most reputable international, high-quality textile brands. Twitchell™ is an upholstery industry leader, whose weather-repellant fabrics take the best interior design concepts outside.

CARE

Polyester yarns create an extremely strong, easy care textile. To clean, simply spray with a mild, soapy solution, allow to seep in, then brush gently with a soft synthetic brush. Rinse and allow to dry naturally.

Follow the same procedure for any spills

MAINTENANCE

Twitchell™ textiles are developed to withstand prolonged exposure to even the harshest elements. Brushing off dirt, then wiping down regularly (as above) will avoid permanent marks, and therefore limit the need for any heavier cleaning.

STORAGE

It is best to store furniture indoors or under cover if not in use. If left outside, we recommend using a protective cover, while airing furniture occasionally.

NEVER

Do not use acidic, alcohol-based or solvent based cleaners. We recommend using any ordinary household soap, or diluted dishwashing detergent. Do not use steel bristle brushes or highly abrasive cleaning aids.



STAMSKIN® UPHOLSTERY, CUSHIONS AND PADS MAINTENANCE INSTRUCTIONS

STAMSKIN® is a water-tight, abrasive resistant faux leather, perfect for outdoor furniture applications. It has a unique, solution dyed multi-layer coating, finished with a high performance, UV resistant varnish.

HANDLING

This Swiss-made composite fabric is suitable for heavy use, with the high quality finish ensuring the fabric is flexible and not easily damaged. However, it is important to avoid contact with ink pens, markers, dark clothing (including denim), or any other item that has the potential to cause permanent stains.

CARE

STAMSKIN® faux leather is marine-lifestyle compatible, complete with anti-soil, fungal and microbial treatments. To clean, simply spray with Serge Ferrari '500 Cleaner' (or a similar, pH neutral textile detergent, or soapy water) and leave for several minutes. Wipe with a microfiber (or lint free) cloth in a circular motion (not back and forth). Leave for a minute, and repeat if necessary. Remove any remaining residue with a dry cloth, then wipe dry.

For spills, rub gently to remove then clean as above.

MAINTENANCE

We suggest brushing off any dirt regularly, as long-term marks can be more difficult to remove. For the same reason, we recommend that any spills are dealt with as soon as possible.

STORAGE

While it is best to store furniture indoors or under cover if not in use, we recommend using a protective cover for furniture when left outside continuously, airing occasionally.

NEVER

There is no need to remove cushion cores if they have Stamskin covers, just clean as above.

Do not dry-clean, or undertake any cleaning that uses heavy or oil-based chemicals.



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OLEFIN PILLOWS AND PADS MAINTENANCE INSTRUCTIONS

MAMAGREEN pillows are easy design solutions, complimenting any of our collections beautifully. Olefin's advantages for outdoor use are strength, colourfastness and comfort, plus resistance to staining, mildew, abrasion and sunlight.

HANDLING

While Olefin is an excellent outdoor textile, MAMAGREEN Olefin cushions are not intended for all-weather use and should be kept as dry as possible.

CARE

Brush off dirt, then wash covers gently by hand in warm, soapy water, after removing pillow or core. For more stubborn marks, use a household stain remover and a soft, synthetic brush. Rinse, and allow this super quick drying fabric to dry naturally.

MAINTENANCE

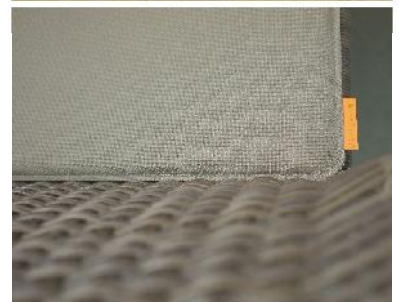
Olefin is a performance outdoor textile, and will maintain its' very comfortable hand-feel. No specific maintenance is needed for this highly versatile fabric. Keep dry, and if wet, remove cushion inside and dry both cushion core and cover naturally.

STORAGE

When not in use, it is best to store either inside, or in a watertight container, airing occasionally.

NEVER

Do not dry-clean, or undertake any cleaning that uses heavy chemicals. Do not wash with hot water (exceeding 30 degrees). Machine washing is not recommended, and do not dry in an electric clothes dryer.



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OUTDOOR WICKER MAINTENANCE INSTRUCTIONS

MAMAGREEN all-weather, design wicker is perfect for long-term outdoor use. Made of smooth-sided, solution-dyed polyethylene, it will maintain integrity regardless of extreme temperatures and inclement weather conditions. UV resistance, elasticity and therefore optimal sitting comfort is guaranteed.

CARE

Vacuuming will remove the majority of ordinary debris that may be lodged in the weave. For a thorough clean, then wash using a soft synthetic-bristled brush and mild household soap and lukewarm water. Rinse well, ensuring no soap residue or remaining superficial dirt, and dry in the shade (if possible). You may also use a high-pressure cleaner (set to medium) rather than hand-washing.

MAINTENANCE

The best way to maintain your wicker furniture is with regular basic cleaning, preventing a build up of unwanted materials in the weave.

STORAGE

It is best to store furniture indoors or under cover if not in use for long periods of time, or during harsh winters.

NEVER

Do not use acidic, alcohol-based or solvent based cleaners. We recommend using any ordinary household soap, or diluted dishwashing detergent.

Do not use steel bristle brushes or highly abrasive cleaning aids.



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HPL (HIGH PRESSURE LAMINATE) MAINTENANCE INSTRUCTIONS

MAMAGREEN uses Italian design high pressure laminate (HPL) for selected furniture collections. HPL incorporates advanced technological manufacturing processes, involving extreme compression of resinated paper based materials. The result is stunning, highly resistant design furniture with excellent longevity for outdoor living, requiring very little ongoing maintenance."

HANDLING

Do not apply undue pressure to the ends of the HPL table top, especially pre-assembly. Use two people to handle the table top securely, until assembly is completed. Once in use, always protect the table from hot serving dishes, and do not use as a cutting board.

CARE

Simply wipe down with a soft, soapy cloth, then repeat without soap. Wipe away all water before leaving in the shade to dry, where possible.

MAINTENANCE

We recommend washing the table top down with water and ordinary all-purpose household cleaner or dishwashing detergent, routinely 2-3 times per year. Even stubborn stains should lift with a higher concentrate of detergent and water.

STORAGE

It is best to store furniture indoors or under cover if not in use for long periods of time, or during harsh winters.

NEVER

Do not use strong, toxic solvents to clean HPL, including alcohol-based. Never use abrasive cleaning aids (such as steel wool, or scouring powders).



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RECYCLED TEAK MAINTENANCE INSTRUCTIONS

Teak wood has long been considered the best choice for outdoor furniture, due to its' high natural oil content. Teak is a hard wood, and aged teak is even more dense.

MAMAGREEN eco-designs specialize in recycling teak. Sourcing carefully from abandoned buildings, only the most optimal pieces are selected and reshaped, ultimately becoming an essential part of a sophisticated furniture design.

All MAMAGREEN teak furniture is treated with Golden Care™ 'Teak Shield' for USA, and untreated for the rest of the world.

HANDLING

Recycled teak is extremely robust, with a tendency not to splinter, so no special handling is necessary. However, we recommend not leaving anything with moisture, like a pot plant, on top of the table for extended periods of time, as it may mark.

CARE

Simply sponge-wash (or brush down gently with a soft nylon bristle brush) regularly with a mild household soap and lukewarm water, and repeat without soap. Wipe away all excess water with a lint-free cloth, and allow to dry naturally.

Follow the same procedure for any spills.

MAINTENANCE

Teak is a natural, and therefore ever-changing, material. Minor hair racks may possibly appear over time, but are neither unsightly nor impact the integrity of the product.

All teak furniture will turn beautifully silver-grey if frequently exposed to direct sunlight.

For both maintaining original color, and adding an additional protective layer, we recommend treating MAMAGREEN furniture twice a year with a teak shield (Golden Care™ or similar), or as often as needed. Wash and dry teak as per care instructions above before applying.

STORAGE

It is best to store furniture indoors or under cover if not in use for long periods, or during harsh weather conditions. Teak is fully water resistant, but minimising exposure to direct sunlight will slow down the changes in wood color, and reduce the need to re-seal.

We do not recommend covering. If you choose to cover, make sure the furniture is completely dry beforehand. Elevate the cover from the table surface (any clean, non-scratchy item can be used as a 'block'), and remember to air regularly to avoid mould.

NEVER

Do not use abrasive chemicals, cleaning agents, stains or varnishes other than recommended.

Do not use metal brushes or steel wool for washing.

Do not cover the table if it is not dry. Do not lay any covers directly on table for any extended periods. Do not leave in storage without airing regularly.



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PLANTATION TEAK MAINTENANCE INSTRUCTIONS

Teak wood is endemic to south-east Asia. With high natural oil and rubber content, it is widely considered the best choice for outdoor furniture built to last a lifetime.

Once over-used, the deforestation of teak is now strictly controlled to ensure a continued and rejuvenated supply of teak wood for generations to come. MAMAGREEN uses new teak as and when required, from sustainably verified and certified plantations. We select individual trees, and manage the entire production process carefully, from log to finished product. Even offcuts are carefully shaped collected and used as part of our commitment to sustainability.

All MAMAGREEN teak furniture is treated with Golden Care™ 'Teak Shield' for USA, and untreated for the rest of the world.

HANDLING

Teak wood is extremely hardy, with a tendency not to splinter, so no special handling is necessary. However, we recommend not leaving anything with moisture, like a pot plant, on top of the table for extended periods of time, as it may mark.

CARE

Simply sponge-wash (or brush down gently with a soft nylon bristle brush) regularly with a mild household soap and lukewarm water, and repeat without soap. Wipe away all excess water with a lint-free cloth, and allow to dry naturally.

Follow the same procedure for any spills.

MAINTENANCE

Teak is a natural, and therefore ever-changing, material. Minor hair racks may possibly appear over time, but are neither unsightly nor impact the integrity of the product.

All teak furniture will turn beautifully silver-grey if frequently exposed to direct sunlight.

For both maintaining original color, and adding an additional protective layer, we recommend treating MAMAGREEN furniture twice a year with a teak shield (Golden Care™ or similar), or as often as needed. Wash and dry teak as per care instructions above, before applying.

STORAGE

It is best to store furniture indoors or under cover if not in use for long periods, or during harsh weather conditions. Teak is fully water resistant, but minimising exposure to direct sunlight will slow down the changes in wood color, and reduce the need to re-seal.

We do not recommend covering. If you choose to cover, make sure the furniture is completely dry beforehand. Elevate the cover from the table surface (any clean, non-scratchy item can be used as a 'block'), and remember to air regularly to avoid mould.

NEVER

Do not use abrasive chemicals, cleaning agents, stains or varnishes other than recommended.

Do not use metal brushes or steel wool for washing.

Do not cover the table if it is not dry. Do not lay any covers directly on table for any extended periods. Do not leave in storage without airing regularly.



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LAMINATED TEAK MAINTENANCE INSTRUCTIONS

MAMAGREEN

Teak wood is the best choice for outdoor furniture, due to its' high natural oil content. Upcycling any remaining pieces of wood from production processes is a very important part of MAMAGREEN's commitment to sustainability.

Small pieces of high grade, custom-shaped teak are matched according to grain, then finger-jointed meticulously. The new table top surface is sealed by applying lamination with a strong and steady pressure. The result is a perfectly finished, design teak table top that is interesting, distinctive, and highly robust.

All MAMAGREEN teak furniture is treated with Golden Care™ 'Teak Shield', for USA, and untreated for the rest of the world.

HANDLING

Laminated teak table tops are very strong, and will not splinter. No special handling is necessary. However, we recommend not leaving anything with moisture, like a pot plant, on top of the table for extended periods of time, as it may eventually cause marks.

CARE

Simply sponge-wash (or brush down gently with a soft nylon bristle brush) regularly with a mild household soap and lukewarm water, and repeat without soap. Wipe away all excess water with a lint-free cloth, and allow to dry naturally.

Follow the same procedure for any spills.

MAINTENANCE

Teak is a natural, and therefore ever-changing, material. Minor hair cracks may possibly appear over time, but are neither unsightly nor impact the integrity of the product.

All teak furniture will turn beautifully silver-grey if frequently exposed to direct sunlight.

For both maintaining original color, and adding an additional protective layer, we recommend treating MAMAGREEN furniture twice a year with a teak shield (Golden Care™ or similar), or as often as needed. Wash and dry teak as per care instructions above, before applying.

STORAGE

It is best to store furniture indoors or under cover if not in use for long periods, or during harsh weather conditions. Teak is fully water resistant, but minimising exposure to direct sunlight will slow down the changes in wood color, and reduce the need to re-seal.

We do not recommend covering. If you choose to cover, make sure the furniture is completely dry beforehand. Elevate the cover from the table surface (any clean, non-scratchy item can be used as a 'block'), and remember to air regularly to avoid mould.

NEVER

Do not use abrasive chemicals, cleaning agents, stains or varnishes other than recommended.

Do not use metal brushes or steel wool for washing.

Do not cover the table if it is not dry. Do not lay any covers directly on table for any extended periods. Do not leave in storage without airing regularly.



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DRIFT LOOK TEAK MAINTENANCE INSTRUCTIONS

Teak wood is the best choice for outdoor furniture, due to its' high natural oil content. MAMAGREEN has introduced a new teak finish for AIKO (dining and lounge) collections. We call it 'drift-look teak', implementing a new approach to reclaiming teak. Rather than simply recycling, natural and historical value is acknowledged, and full potential realised via an upcycling process that highlights the teak's distress marks. Every piece of 'drift-look' design furniture is therefore completely individual, with marks that tell their own story; just like driftwood found washed up on the beach, and perfect for outdoor living.

Drift-look teak is delivered finished either as 'original', or in rich 'espresso', and sealed with a teak shield.

HANDLING

Drift-look teak wood is extremely hardy, with a tendency not to splinter. No special handling is necessary. To preserve the finish, avoid contact with any solvents or chemicals, and follow care and maintenance instructions as below.

CARE

Drift-look teak is best washed down regularly by spraying with plain water, and wiping with a microfiber (or any lint-free) cloth. Then simply leave to dry naturally. Follow the same procedure immediately for any spills, to avoid spotting.

MAINTENANCE

Teak is a natural, and therefore ever-changing, material. It can be left outside, season after season, with little to no care. Exposed to the elements, and regardless of the finish, it will slowly turn a beautiful silver-grey.

Drift-look teak highlights various marks and individual imperfections in the wood, which will always be a key feature of your AIKO lounge or dining set. However, the 'original' or 'espresso' finish will invariably fade over time.

If you would like to maintain the original finish, re-stain periodically, twice a year or as required. We recommend 'Golden Care' products as follows, or equivalent.

- i. Drift-look teak; original finish – re-stain with 'Golden Care Instant Grey'
- ii. Drift-look teak; espresso finish – re-stain with 'Golden Care Wenge'

Then add a top coat of 'Golden Care Teak Shield' teak seal or equivalent.

STORAGE

It is best to store furniture indoors or under cover if not in use for long periods of time, or during harsh winters. Minimising exposure to the elements will slow down the changes in the wood color, and prolong the need to re-stain and seal.

NEVER

Do not re-stain without re-sealing. The stain may not be immediately colorfast, plus the seal will protect the finish and extend its' lifetime.

Do not use abrasive chemicals, cleaning agents, stains or varnishes other than provided or recommended.

Do not use hard brushes for washing.

Do not use steel wool for preparing wood for re-finishing. Only use a soft 'Scotbrite' type of pad, or a soft nylon brush.



STAINLESS STEEL MAINTENANCE INSTRUCTIONS

MAMAGREEN design stainless steel 304 grade frames have excellent corrosion resistance. They are available as original 'hairline brushed', or electrostatically powder coated in our updated selection of attractive, modern colors (reference separate maintenance instructions, titled 'Powder coated stainless steel').

For extra-salty marine environments, such as cruise ships or beachfront properties, 316 grade stainless steel is also available upon request.

HANDLING

Take care when moving. While stainless steel is famous for its' strength and longevity, rough handling may still cause dents.

CARE

Simply wipe down with a soft, soapy cloth, then repeat without soap (avoid acidic, alcohol or solvent based cleaners, and abrasive pads or brushes). This will keep these stainless steel frames clean and shiny. To avoid watermarks, wipe away all water thoroughly before leaving in the shade to dry.

MAINTENANCE

We recommend polishing, with any household stainless steel polish every 6 months, or if any discoloration occurs. This will help prevent and/or remove any 'tea staining' (a build-up of particles on the surface of the metal which oxidize or corrode). Note that 'tea staining' does not harm the integrity of the metal but is aesthetically displeasing.

Store furniture indoors or under cover if not in use for long periods of time, or during harsh winters.

STORAGE

While it is always better to store furniture if not in use, stainless steel has no special storage requirements.

NEVER

Do not scrub stainless steel with harsh cleaning products or abrasive cleaning aids. Avoid exposure to salty, marine environments.



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POWDER COATED STAINLESS STEEL MAINTENANCE INSTRUCTIONS

MAMAGREEN design stainless steel 304 grade frames have excellent corrosion resistance. They are available as original 'hairline brushed' (reference separate maintenance instructions, titled 'Stainless steel'), or electrostatically powder coated in our updated selection of attractive, modern colors.

For extra-salty marine environments, such as cruise ships or beachfront properties, 316 grade stainless steel is also available upon request, and can also be powder coated if desired.

HANDLING

Take care when moving. While stainless steel is famous for its' strength and longevity, rough handling may still cause dents, scratches, or the coating to lift.

CARE

To clean, simply wipe down with a soft, soapy cloth, then repeat without soap (avoid acidic, alcohol or solvent based cleaners, and abrasive pads or brushes).

MAINTENANCE

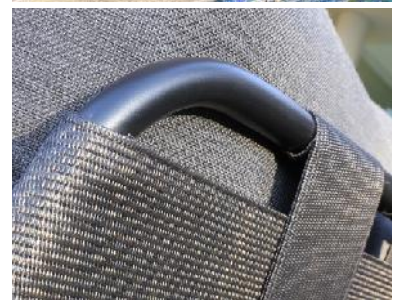
Our powder coating is completed inhouse, and is a high quality, durable finish. Visible scratches should only occur from very rough handling or contact with sharp objects. If so, they can be easily corrected with the touch-up kit supplied at time of delivery.

STORAGE

While it is always better to store furniture if not in use, stainless steel has no special storage requirements.

NEVER

Do not scrub with harsh cleaning products or abrasive cleaning aids.
Avoid exposure to salty, marine environments.



POWDER COATED ALUMINUM MAINTENANCE INSTRUCTIONS

MAMAGREEN design aluminum furniture uses the smooth, strong alloy 6063, 100% weatherproof and requiring very minimal maintenance. Electrostatically applied, coloured powder coating provides additional UV protection, in attractive colors.

CARE

To clean, simply wipe down with a soft, soapy cloth, then repeat without soap (avoid acidic, alcohol or solvent based cleaners, and abrasive pads or brushes).

HANDLING

Take care when moving. While stainless steel is famous for its' strength and longevity, rough handling may still cause dents and scratches.

MAINTENANCE

Our powder coating is completed inhouse, and is a high quality, durable finish. Visible scratches should only occur from very rough handling or contact with sharp objects. If so, they can be easily corrected with the touch-up kit supplied at time of delivery.

NEVER

Do not scrub with harsh cleaning products or abrasive cleaning aids.



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GALVANIZED STEEL MAINTENANCE INSTRUCTIONS

MAMAGREEN uses industrial-strength, galvanized stainless steel for most of the metal components in the industrial collection. Hot dipped in anti-corrosion zinc, it is fully rust resistant and popular for its' authentic, vintage industrial patina. Available with a clear coating 'as original', or electrostatically powder coated in a choice of primary colors.

HANDLING

Galvanization bonds anti-corrosion metal to the steel base. Avoiding damage to this coating, especially deep scratches, will preserve the integrity of the furniture.

CARE

To clean, simply wipe down with a soft, soapy cloth, then repeat without soap (avoid acidic, alcohol or solvent based cleaners, and abrasive pads or brushes).

MAINTENANCE

Galvanization, provides a high quality, durable finish. Visible scratches should only occur from very rough handling or contact with sharp objects. If so, we recommend repairing promptly with the touch-up kit supplied at time of delivery.

STORAGE

While it is always better to store furniture inside or under cover if not in use, galvanized steel has no special storage requirements.

NEVER

Galvanized steel is highly robust and anti-rust, with excellent performance in most outdoor environments. However, galvanized steel is not suitable for very salty, marine locations.

We recommend not scrubbing with harsh cleaning products or abrasive cleaning aids, as they risk scratching the galvanized coating.



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WHAT IS COVERED?

This warranty is exclusive to the original purchaser, with proof of purchase (not transferrable to another party).

All MAMAGREEN manufacturing is completed in our own manufacturing facilities, with strict quality control procedures. All MAMAGREEN furniture is carefully checked before packing. MAMAGREEN warrants its' products to be free from manufacturing defects. The buyer agrees that the maximum liability of MAMAGREEN is the purchase price of the failed product(s) in the form of a credit to replace or purchase new products(s).

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

WHAT IS NOT COVERED?

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

Any damage or loss caused by transport, handling, loading, unloading or unpacking, by transport companies, or by any other third party will be excluded from this limited warranty. Note that certain product(s) can be shipped by courier; other product(s) however, require blanket wrapped, specialized transport. MAMAGREEN recommends specific transport companies, but the agreement between the buyer and the transport company, including any relevant insurance, are the responsibility of the buyer.

Any damage which occurs from the following causes is excluded from this limited warranty: natural disasters, extreme weather conditions, extremely high winds, floods, fire, smoking, misuse, abuse, alteration, accidents, placement of excessively hot items on the surface of the product, use by people who weigh in excess of 150kg/330lbs, or any use beyond the intended reasonable use of the furniture.

Any damage due to improper storage, incorrect maintenance or the application of improper finishes or care products, insufficient routine cleaning, non-replacement of worn glides, or lack of lubrication of mechanical parts will be excluded from the limited warranty. Maintenance is the sole responsibility of the owner/user and is required in order to keep this warranty in effect.

Normal wear and tear is excluded from the warranty. This includes, but is not limited to, fading of textiles, damaged seams, cuts and scratches, tea staining on stainless steel, discoloration or weathering of teak, scratches, small hair cracks and minor cupping of surfaces (without impact on the construction), and damage from normal use of gliders and hardware.

Repair or modification by anyone other than MAMAGREEN or an approved agent voids the warranty. Furthermore, MAMAGREEN will not pay for repairs that are not conducted by MAMAGREEN or an approved agent, unless specifically agreed to by MAMAGREEN in writing, before said repairs take place.

This limited warranty is invalid if the purchaser uses the furniture for rental, except when the furniture is part of a rental property that is managed by the purchaser.

The use of COM fabrics automatically voids the warranty. Products purchased during MAMAGREEN OUTLET sales are bought "as is", and are not covered by the warranty.

WARRANTY COMMENCES ON THE DATE OF RECEIVING THE PRODUCT(S).

Metal frames	Structural damage, warranted for three years – excludes wear and tear
Wooden parts	Structural damage, warranted for two years – excludes wear and tear
HPL table tops	Structural damage, warranted for one year – excludes wear and tear
All textiles	Warranted for one year
Wheels, gliders and most hardware	Warranted for one year*

*Furniture product(s) with wheels or gliders are intended for use on even surfaces. Do not push or pull furniture with wheels on sand, stairs or over long distances (over fifty (50) feet, or fifteen (15) meters). Do not move furniture with people or items on top, as the wheels/gliders are not meant for heavy transport.

WINTER STORAGE

During winter, store all furniture indoors, or under cover. To avoid water accumulating and freezing in the frames, which may cause serious structural damage that is not covered by this warranty, store all furniture in an upright position. Stored furniture should be checked regularly, to ensure it is free of snow or ice. Defects that are caused by extreme climate conditions are not covered by this warranty.

MAMAGREEN LIMITED WARRANTY – TERMS AND CONDITIONS

MAMAGREEN advises buyers to inspect all product(s) upon delivery. If any product is damaged, or if a manufacturing defect is suspected, it should be reported by the original buyer immediately (within five (5) days of receipt of goods), to MAMAGREEN in writing.

Full documentation is required prior to any judgement regarding defective product(s), including:

- A copy of the invoice
- A photo of the relevant furniture, clearly illustrating the defect
- A photo of the barcode or production code
- A written description of the defect, when it was discovered, including any related circumstances

This limited warranty covers manufacturing defects only. In the case that the damage is caused by a manufacturing defect, MAMAGREEN will, at its' own discretion: replace or repair the damaged product(s) or part(s), or offer a credit to replace or purchase new product(s).

WARRANTY

Shipping of replacements or replacement parts are subject to a lead time of twelve to fourteen 12 – 14 weeks. Expedited or substituted replacements or replacement parts are subject to express charges.

If the product(s) is no longer sold by MAMAGREEN, MAMAGREEN has the right to provide an appropriate replacement, as determined by MAMAGREEN.

In all cases the warranty claimant will be solely responsible for all transport or freight costs resulting from the warranty claim.

SPECIFICS

Some spare parts are available for purchase from MAMAGREEN. They may be used to replace or service some (but not all) product(s) which are damaged due to causes which are not covered by the limited warranty, or occur after the warranty has expired. These parts include most cushion covers, slings, hardware, gliders, wheels, wooden slats and others.

As a global brand and market leader in outdoor furniture, MAMAGREEN strives to provide excellent customer service. While we can not warrant products against normal wear and tear, we take pride in handling all warranty claims fairly and swiftly.