

At Beeline Design, we take pride in the exceptional quality and craftsmanship of our furniture. Our attention to detail in design, material and construction is uncompromising. And so is our commitment to customer satisfaction.

## **CARE & MAINTENANCE**

Our timber surfaces are finished in a hard wearing matte oil- whilst it will provide protection from general use and the occasional spill some precautions need to be taken to ensure the longevity of the finish. Care must be taken when placing warm/hot items on surface or for liquid spills- coasters are always recommended and liquid should be mopped up straight away. Do not use any abrasive or chemical cleaners and avoid citrus. Do not place your furniture in direct sunlight, above heating vents or next to radiant heat or where there is excessive temperature and/or humidity change. To clean your furniture do not wet/soak the surface as timber does not like the moisture variation. You only need to wipe over with a damp cloth with a mild water based detergent. Do not use cleaning products that contain silicone, ammonia, citrus oils or abrasive powders.

Our stone surfaces are honed and sealed with a semi-gloss finish. Like timber care must be taken when placing warm/hot items on surface or for liquid spills- coasters are always recommended and liquid should be mopped up straight away. Do not use any abrasive or chemical cleaners and avoid citrus as the acids can penetrate and discolour stone.

Our Ridge bases are finished in a matte 2-pak colour finish, any spills or marks can be wiped away with a damp cloth but please refrain from using scourers or sharp objects which will scratch surface removing the finish.

## **Warranty Terms & Conditions**

Beeline Design warrants all goods, except for fragile items (glass & mirrors), from manufacturing defects that is, material and workmanship for a 3 year period.

Whilst we have a warranty on most of our products, it does not cover normal wear and tear, outdoor use, damage arising from abnormal use, improperly maintained or modified goods.

Please refer to our Care & Maintenance guide for surface care information.

Any claims after 7 days will be treated as warranty claims and delivery/pickup charges will apply.

Products will be repaired or replaced, depending on product circumstances and it is solely at our discretion.

## **Damaged Goods – Return Policy**

It is important that the buyer inspects the goods within 24 hours. Beeline Design must be notified of any damages upon receipt of goods. Where claims are made for damages or manufacturing faults after 7 days of delivery this will be treated as a warranty claim and, the customer will bear the delivery costs incurred in the claim process.

We will not exchange or repair a product where in our reasonable opinion the product has, following the sale to you, become of unacceptable quality due to fair wear and tear, misuse, failure to use in accordance with manufacturer's instructions, using it in an abnormal way or failure to take reasonable care.

Upon arrival of your boxes, please note any damage to the boxes as well as any damage to the items themselves. If you feel that the damage to an item or a box is too severe, please refuse the package(s). There is no need to refuse all packages if others are in good condition