

our warranty



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Dear Valued Customer,

Our Warranty is valid for 2 years from the date of delivery and covers all manufacturing defects. The warranty period enters into force from the date printed on your delivery order. You may be asked to present proof of delivered when requesting service.

The warranty is non-transferable and is valid only for the original purchaser. It covers repair or replacement of unusable or defective parts free of charge during the warranty after inspection and acceptance by Tapir Works.

Natural variations in the colour of the wood, changes in colour under ambient or artificial light, slight variations in dimensions owing to high humidity or dry conditions and the grain of wood, knots or other natural characteristics of wood products are not covered by the warranty.

Some types of fabric show features due to the composition and the kind of manufacturing that aren't to be considered as defects. For example, "staple" or "streaked" and "crumpled effect" for linen "spotted effect" or "curl", the "light/dark effect" and the "imprint effect" for velvets and chenille.

In fabrics, sling, and spunpoly, each production lot can present slight variations in colour as compared to sample or products produced in the past.

The warranty excludes damage resulting from careless or incorrect furniture installation, potential, damage, from accidents such as that resulting from a fall, impact, natural, disaster, fire, and in any case, all defects that cannot be attributed to defects in the manufacture of the product.

Moreover, the warranty is not valid in the event that our products are disassembled, modified or repaired by anyone other than authorized Tapir Works personnel. Damage due to poor upkeep or improper use of the product are not considered defects of manufacture. You will find useful recommendations in our care guide regarding the use and care of your products.

If you have any doubt or require further information, consult with our sales consultant where your product was purchased. For any situation not expressly covered by this warranty, Legal provisions shall apply.

Your Sincerely

Tapir Works

Offering only-best-quality & Refined design products

maintenance & care

powder coated aluminium

Powder coated met all furniture is easily washed with a sponge and clean water. Stubborn dirt can be removed with soap-suds or dish washing fluid,using a soft brush,Please do not use detergents or scouring agents!it is normal for rusty condensate to run out of the furniture tubes.Just remove the end caps,allow to dry,spray in some corrosion inhibitor,and replace the cap.In course of time,surface scratches will appear.They are only visible in good lighting.This is normal,and the paint still provides full protection.There is no risk of the underlying steel corroding.The scratches can however be rendered invisible with car polish.

sling

Wipe with soapy water and dry off with a soft rag.Never use cleaners containing solvents,because they can damage the surface finish,UV radiation damage is easily preventable to make your plastic mesh furniture last longer.Store indoors during winter,and protect against direct sunlight when not in use (e.g.under a sun shade or a suitable cover).

wicker

Use a wet cloth and mild soap to clean the furniture.For a more thorough cleaning you may like to try our Wicker Cleaner. Our wicker cleaner is great for cleaning large areas of your furniture. We recommend you use a soft/medium brush to scrub with.

dyed acrylic fabric

Brush off any loose dirt. Prepare a cleaning solution of 1/4 cup (62.5ml) mild soap to 16 cups (4 litres) of luke warm water (less than 38°C). Use a sponge or soft bristle brush to clean. Allow cleaning solution to soak into fabric. Rinse thoroughly to remove all soap residue. Allow fabric to dry. May not require re-treatment depending on the age of the fabric. Parasols may be hosed off while still on the frame and left open to dry.

rope

Work the solution into the stain by lightly scrubbing the area with a sponge or very soft bristle brush. Rinse thoroughly to remove all soap residue. Blot excess moisture with a clean, soft towel or sponge. Wet vacuum or blot excess water. Repeat these steps until stain is removed.