

# RZ INTERIORS

## PRODUCT CARE & MAINTENANCE

RZ interiors uses hard wax oil from Whittle Waxes, which provides a hard wearing, water resistant, durable and easily maintained finish.

Whittle Waxes are water and heat resistant, but any spills should be dried immediately, and we advise to use coasters and placemats for hot drinks, dinner plates and hot pans.

Whittle waxes creates a full body finish and allows the timber to breathe, which means climatic changes are accommodated.

Your solid timber furniture is a natural product and may expand and contract due to varying temperature conditions, occasionally producing small cracks within or between the boards. This is normal and often part of a piece's character.

The furniture should not be placed outside, in direct sunlight, near fireplaces, or in heavily air-conditioned areas. Timber can be wiped down with any gentle non-abrasive cleaning product.

Whittle Waxes are safe for humans, animals and plants after drying. Food and toy safe. Contains no biocidal substances or preservatives.

## DEPOSIT & DELIVERY

Payment for local installation: 50% deposit, 30% before installation and 20% on completion.

Payment for interstate delivery: 50% deposit, 50% before dispatch.

Delivery time is 6 to 8 weeks after deposit.

With interstate delivery our products are carefully wrapped in bubble wrap and packaged in cardboard.

#### CHANGING YOUR ORDER

Changes can in due course be adapted without problem. Additional work can affect the price. No changes can be made once construction has commenced.

#### CANCELLING YOUR ORDER

Cancellation will incur charges which vary dependent on the status of production and how far the order has progressed.

#### RETURNING YOUR ORDER:

As all our furniture is made to order to your specifications in terms of size and finish, we cannot offer returns or refunds due to change of mind or due to colour variation in timber or grain variation or appearance or any other variations due to timber being a natural product. If you believe your product is faulty or damaged, please contact us within 7 days of receiving your goods. RZ interiors will repair any damaged or faulty products.

#### WARRANTY

A 10-year warranty covers the structural integrity of all custom-made Furniture.

This warranty, does not cover mis-use or damage due to prolonged exposure to direct sunlight, exposure to heaters and highly air-conditioned spaces or inappropriate use of inappropriate cleaning product. furniture should not be dragged or pulled, always lift as doing otherwise may damage the legs or joints. Damage to joints through misuse are not covered.

Solid timber is a natural product and is responsive to changes in the environment. Any movement, or colour change in timber is not warranted. As our finishes are subject to everyday wear and tear they cannot be warranted.

RZ interiors provide a quality product with quality materials.

We use first grade, FSC certified American white Oak.

We avoid using knots and sapwood in our tops to achieve a clean modern look.

We prefer to use uneven planks which creates less environmental waste.

We finish our products with German engineered Whittle Waxes.