

MAMA  
GREEN

Maintenance | Care | Warranty

# Welcome to the World of Mamagreen

Designed to last in any outdoor environment, MAMAGREEN furniture is manufactured using a majority recycled or recyclable materials. More than 90% of the teak is carefully sourced from abandoned buildings, with the remainder coming from strictly managed plantations.

Selecting MAMAGREEN is making a conscious choice for style combined with durability.

MAMAGREEN furniture pieces are partially handmade and manufactured using natural materials. Small differences between furniture pieces, random minor imperfections, weight and dimension differences and weathering of materials are part of its unique character.

Actual material colors and textures can be different from digital display or printed media.

# Important Instructions

1. Read and keep these instructions
2. Keep the original proof of purchase
3. In case of questions, always mention the product code
4. Follow maintenance and care instructions carefully for each material
5. Use furniture only for its intended purpose
6. Keep children safe from movable, heavy, sharp or small parts, and during unpacking, assembly or moving
7. Unpack and assemble following the assembly instructions, using the correct tools, avoiding damage to the furniture and its surrounding and taking the necessary safety precautions
8. Dispose packaging in an environmentally friendly manner

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## HPL (HIGH PRESSURE LAMINATE)

HPL (High Pressure Laminate) table tops and panels, are specially developed for outdoor furniture and manufactured in Italy. Using highly-evolved technology, the production process involves pressing thermo setting resins and kra paper, into solid, compact, self-supporting panels.

Characteristics of HPL include its high impact, scratch, wear and tear resistance, hygienic capacities and its low maintenance requirements.

HPL is subject to UV exposure and temperature changes, minor discoloration, expansion or bending may occur. Leaving an extension table in an open position, with the extension part in place and fixed, will reduce changes.

Custom-fit protective covers are available to stop discoloration and extend the good looks of your furniture.

Do not leave extremely hot objects, such as pots or pans directly on HPL table tops.

Texture and color selection influences the amount of care and cleaning required: stains or scratches on solid white surfaces are much more visible than on stone motifs.

### Cleaning of High Pressure Laminate

Spilled liquids	Clean immediately if possible
Most food rests, stains and organic waste	Domestic detergent and water
Candle wax	Soften with a clothes iron and a towel
Most stubborn stains	Use a Mr. Clean Magic Eraser
Nail polish, linseed oil, markers, etc.	Remove with acetone and a cotton cloth
Synthetic oil paints, adhesive residues etc.	Remove with 3M thinner

Note that certain stains and rests are very hard or impossible to be removed: silicone residues, cranberry juice, lime scale, some bleaches, etc. Using scrapers or sharp objects may damage the texture of the table top.

**TECTONA GRANDIS**

Tectona Grandis, commonly known as "Teak" is a tropical hardwood tree, native to Southeast Asia.

The high tensile strength, the rich oil content and the close grains make mature teak highly pest, rot and termite resistant as well as very stable in exposed environments; the ideal wood for outdoor furniture.

Mamagreen manufactures its teak furniture A-Z in-house, strictly controlling each step. Carefully selecting every piece of wood, and allocating it towards a specific function, based on strength and look. Components are shaped using precise machinery and each piece is kiln dried to achieve the perfect moisture content before processing and gluing. Skilled craftspeople wire-brush or polish as part of the final process.

## RECYCLED TEAK

Sourcing teak wood from abandoned buildings, and upcycling into a sophisticated furniture design is an environmentally - friendly alternative to harvesting timber from forests or plantations.

Selecting furniture using recycled teak is not for customers who want a clean, solid, uniform look.

The unique character of recycled teak is proof of its colorful history. Beautiful imperfections are part of its charm, without compromising the overall performance of the furniture. Dents, scratches, nail rests, bolt marks, color and texture differences, hair cracks and other imperfections make every piece of recycled teak, a truly unique piece.

Note that the weathering of recycled teak, as well as wear and tear will further accentuate the unique character. Cracks may appear, color differences may occur, small parts of wood may become brittle and come loose, old metal parts may cause rust marks; all adding charm to the chic distressed silver-grey look of exposed recycled teak.

Most collections using recycled teak come with a wire-brushed textured surface, creating a rustic look. Note that this brushed texture may hide certain imperfections, but also form a trap for food-rests and other organic materials that may cause mildew or mold. Regular cleaning with a brush is advised.

A number of collections (including Zudu and Zupy) come with a smooth sanded surface, accentuating color differences and texture imperfections. Regular swiping with a soft brush and soapy water is advised.

## DRIFTLOOK TEAK

MAMAGREEN has introduced a new teak finish for the AIKO collection. We call it 'drift-look teak', implementing a new approach to reclaiming teak. Rather than simply recycling, natural and historic value is acknowledged; the full potential realized 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.

To preserve the finish, avoid contact with any solvents or chemicals, and follow care and maintenance instructions as below.

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.

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.

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

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 'Scotch-Brite' type of pad, or a soft nylon brush.

## PLANTATION TEAK

For furniture lovers who want an alternative to the unique character of recycled teak, but still prefer the warmth, without the texture and look of an upcycled material, we offer a number of collections using plantation teak.

Mamagreen uses no forest origin teak, but only teak sourced from sustainable teak plantations, that abides by strictly controlled environment and certified criteria that include replanting trees after harvest.

We select individual full-grown trees, and manage the entire production process carefully, from log to finished product.

## LAMINATED RECYCLED TEAK

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.

Laminated recycled teak is used in various collections: Meika, Daisy, Bono

The Industrial line uses laminated teak parts, which come extra distressed, accentuating intentional and non-intentional imperfections.

## WEAR AND TEAR AND CARE OF TEAK

After unpacking teak furniture, it is advised to rinse, swipe with a wet cloth or let it sit in rain, before first time use, to avoid stains on clothing from microscopic wood dust.

Exposed to sunlight and left to age naturally, teak gradually patinas to a beautiful soft, silver-grey, and will remain stable for many years.

Depending on the environment and use, teak furniture may be subject to texture or color differences, stains, black spots, superficial mold or mildew, minor warping or cupping or cracks and hairline cracks that do not impact the integrity of the product.

Covering without sufficient air circulation, covering humid or dirty surfaces, may cause organic waste to rot. When furniture is used under trees, note that leaves and bird droppings may start to rot and cause mold. It is recommended do not leave anything on top of the table for extended periods of time, as it may mark, especially items with moisture like a pot plant.

Marks from acid rain may occur and form grey spots Wood sap may occur in rare cases; note that wood is and remains a living material, sealing with wood oil or a teak sealer will normally help, in stubborn cases a replacement part may be required. Recycled teak, coming from old constructions, may contain small metal rests from nails or bolts that may cause black or red marks.

We deliver our furniture sanded, polished and sealed, and advice to allow the furniture to weather naturally. The great thing about teak is that you do not need to apply any finishing to keep the performance of the furniture. To maintain the good look, clean the furniture regularly, brush with a stiff brush, domestic liquid soap and lukewarm water, rinsing thoroughly. Most stains can be removed by slightly sanding the furniture.

There are various reliable products on the market, aiming to preserve the original look, coating, staining the wood or slowing the greying process. Check with your dealer, and follow instructions carefully. We do not advise to oil teak furniture, as oil may react and turn the furniture black with mildew. Sanding thoroughly will bring the original color back and will be required, in case one chooses to apply a finish to the wood. Note that any finishing, stain, protector, shield, oil or coating will need regular re-applying.

## ALUMINUM

Made from the alloy 6063, aluminum frames are electrostatically powder coated, and baked in an oven at a very high temperature, forming a solid surface with high UV resistant capacities.

Various colors and textures are available and have slightly different specifications (see our color charts for details).

Ultra-Durable colors, offer higher protection in a chlorine or marine environment, and better UV and scratch resistance, which are the preferred choices for contract use.

To clean, wipe down with a soft brush, soapy cloth, then repeat without soap. In general, smooth surfaces are easier to clean than textured (sand) surfaces. Stains can be removed by using Mr. Clean Magic Eraser sponge. In all cases, avoid acidic, alcohol or solvent based cleaners, and especially abrasive pads, sand paper or metal brushes.

Aluminum frames are subject to abrasive wear, that causes damage to the powder-coated surface, especially in sandy or rocky areas, moving or use, or upon contact with hard, sharp or abrasive objects. Peeling or bubbling may occur after some time, especially in salty or chlorine environments, without damaging the structural integrity of the frame.

Frost damage may occur, in case there's a buildup of water inside the frame, important to allow circulation and not to close any holes at the bottom of the legs or the frame.

Touch up paint is available to repair scratches or peeling.

### 304 STAINLESS STEEL

Stainless steel 304 frames, are sturdy and suitable for most non-marine environments.

Susceptible of 'tea staining' (a build-up of particles on the surface of the metal which oxidize or corrode), 304 stainless steel is not recommended for use near salt water swimming pools or within close proximity to the sea.

The hairline - brushed satin polish, limits visibility of stains and dirt. Regular cleaning will extend the longevity of the frame and the look of the furniture

Clean with a soft brush and a cloth with '3M Stainless Cleaner & Polish' or another household stainless steel cleaner, avoid acidic, alcohol or solvent based cleaners, and abrasive pads or brushes. To avoid watermarks, wipe away all water thoroughly before leaving in the shade to dry.

We recommend polishing, with '3M Stainless Steel Cleaner & Polish' or another household stainless steel polish every 6 months, or if any discoloration occurs. This will help prevent and/or remove most 'tea staining'.

Frost damage may occur, in case there's a buildup of water inside the frame, important to allow circulation and not to close any holes at the bottom of the legs or the frame.

Note that 'tea staining' does not harm the integrity of the metal, can be cleaned and is considered normal wear and tear.

### 316 STAINLESS STEEL

Stainless steel 316 frames, have a mirror polish shiny look and have excellent corrosion resistance, suitable for most marine environments. Making this the preferred choice for cruise ships and sea front properties.

Clean with a soft brush and a cloth with '3M Stainless Cleaner & Polish' or another household stainless steel cleaner, avoid acidic, alcohol or solvent based cleaners, and abrasive pads or brushes. To avoid watermarks, wipe away all water thoroughly before leaving in the shade to dry.

We recommend polishing, with '3M Stainless Steel Cleaner & Polish' or another household stainless steel polish every 6 months, or if any discoloration occurs. This will help prevent and/or remove most 'tea staining'.

Frost damage may occur, in case there's a buildup of water inside the frame, important to allow circulation and not to close any holes at the bottom of the legs or the frame.

Note that 'tea staining' does not harm the integrity of the metal, can be cleaned and is considered normal wear and tear.

## POWDER COATED 304 STAINLESS STEEL

Powder coated stainless steel 304 frames, are sturdy and suitable for most environments. Electrostatically powder coated, on top of a protecting primer and baked in an oven at a very high temperature, frames have a solid surface with high UV resistance and all weather capacities.

Ultra-Durable colors, offer higher protection in a chlorine or marine environment, and better UV and scratch resistance, which are the preferred choices for contract use.

To clean, wipe down with a soft brush, soapy cloth, then repeat without soap. In general, smooth surfaces are easier to clean than textured (sand) surfaces. Stains can be removed by using Mr. Clean Magic Eraser sponge. In all cases, avoid acidic, alcohol or solvent based cleaners, and especially abrasive pads, sand paper or metal brushes.

Powder coated frames are subject to abrasive wear, that causes damage to the surface, especially in sandy or rocky areas, moving or use, or upon contact with hard, sharp or abrasive objects. Peeling or bubbling may occur after some time, especially in salty or chlorine environments, without damaging the structural integrity of the frame.

Frost damage may occur, in case there's a buildup of water inside the frame, important to allow circulation and not to close any holes at the bottom of the legs or the frame.

Touch up paint is available to repair scratches or peeling.

## GALVANIZED STEEL

MAMAGREEN uses industrial-strength, galvanized steel, hot dipped in anti-corrosion zinc. Galvanized steel is rust resistant and popular for its authentic, vintage industrial patina. But not advised near a chlorine pool or at a seafront property. Due to its sturdy construction and weight, it is recommended for windy areas such as rooftops.

Galvanization bonds anti-corrosion metal to the steel base. Avoiding damage to this coating, especially deep scratches, will preserve the integrity of the furniture. We recommend not scrubbing with harsh cleaning products or abrasive cleaning aids, as they risk scratching the galvanized coating.

Galvanized steel weathers, and follows steps of discoloration, from a bright matt grey to a vintage industrial look.

3M zinc spray or another zinc spray can be used to repair scratches or to protect the frame when the surface starts to show damage, discoloration or weathering. Use zinc sprays with extra care, and follow the pre cautions and instructions.

## POWDER COATED GALVANIZED STEEL

Powder coated galvanized steel is sturdy and heavy, with a specific industrial look, suitable for most outdoor environments, including rooftops, but use is not advised near a chlorine pool or at a seafront property.

Electrostatically powder coated baked, in an oven at a very high temperature, frames have a solid surface with high UV resistance and all-weather capacities.

To clean, wipe down with a soft brush, soapy cloth, then repeat without soap. In general, smooth surfaces are easier to clean than textured (sand) surfaces. Stains can be removed by using Mr. Clean Magic Eraser sponge. In all cases, avoid acidic, alcohol or solvent based cleaners, and especially abrasive pads, sand paper or metal brushes.

Powder coated frames are subject to abrasive wear, that causes damage to the surface, especially in sandy or rocky areas, moving or use, or upon contact with hard, sharp or abrasive objects. Peeling or bubbling may occur after some time, especially in salty or chlorine environments, without damaging the structural integrity of the frame.

Touch up paint is available to repair scratches or peeling.

**SYNTHETIC WICKER**

Made in Indonesia by Rehau

Application: outdoor weaving material

Weather resistant HDPE wicker, is an excellent choice for outdoor furniture. Colorfast, UV resistant, low maintenance, recyclable and with high tensile strength capacities

For cleaning: use a soft brush, a cloth and mild detergent

**TEXTILES**

MAMAGREEN offers textiles from the industry leaders in outdoor textile technology, selected for their specific capacities and for specific functions.

**BATYLINE SLING**

Made in France by Serge Ferrari

Application: durable outdoor mesh

Premium grade mesh textile, with an extreme tear and tensile strength. Furniture using Batyline sling will give seating pleasure for many years, in any environment.

Tip: replacing a sling should only be done by an experienced qualified person

For cleaning: [www.youtube.com/watch?v=jcfXO5QI9Jo&feature=youtu.be](http://www.youtube.com/watch?v=jcfXO5QI9Jo&feature=youtu.be)

**BATYLINE LOUNGE**

Made in France by Serge Ferrari

Application: outdoor upholstery

Batyline Lounge is a very closely woven all-weather mesh with excellent UV resistance, extreme tear strength and flame-retardant specifications.

Tip: white upholstered furniture requires regular cleaning

For cleaning: [www.youtube.com/watch?v=jcfXO5QI9Jo&feature=youtu.be](http://www.youtube.com/watch?v=jcfXO5QI9Jo&feature=youtu.be)

**BATYLINE KEOPS STRAPS**

Made in France by Serge Ferrari

Application: outdoor upholstery

Batyline Keops is a range of straps containing hemp fibers for a natural, matt finish.

Specifications: very high tensile strength, extreme light stability and mold resistance.

For cleaning: [www.youtube.com/watch?v=jcfXO5QI9Jo&feature=youtu.be](http://www.youtube.com/watch?v=jcfXO5QI9Jo&feature=youtu.be)

## SUNBRELLA CUSHIONS

Made in the USA by Glen Raven

Application: performance outdoor fabric for cushions, all lounge collections except Aiko

100% solution dyed acrylic with a soft flexible feel, 260 gr/m<sup>2</sup>, UV resistant, anti-stain treatment and water repellent. Sunbrella sailcloth textiles and some of the special ranges have an indoor feel, being heavier (400/580 gr/m<sup>2</sup>), are very sturdy but will require a longer drying time.

Cushions with a Sunbrella cover will dry fast and remain in color and shape, also when used intensively.

The core is made of a specially for outdoor use developed memory foam, with a fast-drying open cell structure.

Tip: enjoy your lounge furniture instantly after a rain-shower using protective covers, but remember to never cover wet cushions with a rain cover, especially for an extended period of time

For cleaning: [www.sunbrella.com/en-us/how-to-clean](http://www.sunbrella.com/en-us/how-to-clean)

## SUNBRELLA CUSHION – AIKO COLLECTION

Made in the USA by Glen Raven

Application: performance outdoor fabric for cushions

100% solution dyed acrylic with a soft flexible feel, 260 gr/m<sup>2</sup>, UV resistant, anti-stain treatment and water repellent. Sunbrella sailcloth textiles and some of the special ranges have an indoor feel, being heavier (400/580 gr/m<sup>2</sup>), are very sturdy but will require a longer drying time.

For the Aiko collection, we offer a memory outdoor foam core covered in a water-resistant barrier, therefore some water can remain trapped between the cover and the inner liner. Drying and airing separately, extends the longevity of the cushions. Storing the cushions vertically with the mesh at the bottom side, will improve air circulation.

The purpose of the ventilation holes at the side of the cushions, is to avoid trapping air or “ballooning”.

Tip: enjoy your lounge furniture instantly after a rain-shower using protective covers, but remember to never cover wet cushions with a rain cover, especially for an extended period of time

For cleaning: [www.sunbrella.com/en-us/how-to-clean](http://www.sunbrella.com/en-us/how-to-clean)

## AGORA CUSHIONS

Made in Spain by Tuvatextil S.L

Application: waterproof cushions

Agora is a rigid, semi-stiff solution dyed acrylic, especially developed for outdoor lounge cushions. This fabric comes with a unique waterproof laminated back layer and has excellent anti-stain, oil repellent and mildew resistant capacities.

The core is made of a specially for outdoor use developed memory foam, with a fast drying open cell structure. The purpose of the ventilation holes at the side of the cushions, is to avoid trapping air or "ballooning".

Extend the longevity of lounge furniture using protective covers, and air-dry cushion cover and cushion core separately, at least 2 times per year (or more often in case of frequent use).

Tip: place cushions vertically when not in use, or in case of a shower, to avoid puddles on the seat. If you want to take care of your furniture and upholstery, we recommend using a protective cover, but remember to never cover it when it's wet or dirty, especially for an extended period of time

For cleaning: [www.tuvatextil.com/workspace/uploads/pdf/cleaning-guide-agora-es-1560356709.pdf](http://www.tuvatextil.com/workspace/uploads/pdf/cleaning-guide-agora-es-1560356709.pdf)

## OLEFIN PADS & PILLOWS

Made in Indonesia by Sunproof (Ateja Group)

Application: decorative throw pillows, seat and backrest pads

100% solution dyed olefin offers great weatherability, anti-mildew and tear strength. Sunproof olefin textile for pads and pillows, is highly UV resistant and water repellent.

Tip: store pillows and pads in an airy place when not in use

For cleaning: [www.sunproof.co.id/how-to/care-instructions](http://www.sunproof.co.id/how-to/care-instructions)

## LEISURETEX UPHOLSTERY

Made in the USA by Twitchell Corp

Application: upholstered frames and webbing for back supports

Ideal for heavy duty upholstered chair and lounge frames, these textiles are made of stiff PVC coated polyester mixed with polyolefin, and a water repellent back-layer. Tear strength and tensile capacities are very high, making it suitable for upholstery in any outdoor environment.

Furniture made from Leisuretex will last many years, though a minimal deterioration of the olefin fibers may occur over time.

Tip: tilt chairs against tables to avoid a puddle and a wet seat

For cleaning: use a water / liquid soap mix and a soft scrubber, tough stains can be cleaned with a brush and diluted bleach (one-cup household bleach in three gallons of water, use a brush, do not soak). Avoid abrasive cleaners. Always rinse and air-dry after cleaning

**TEXTILENE MESH**

Made in the USA by Twitchell Corp

Application: upholstered frames and sling furniture

This durable, versatile textile is made of PVC coated polyester, with high tear strength and tensile capacities, making it suitable for various outdoor mesh applications. Not affecting the quality of the textile, striped yarn colors may weather slightly over extended periods of time.

For cleaning: use a water / liquid soap mix and a soft scrubber, tough stains can be cleaned with a brush and diluted bleach (one-cup household bleach in three gallons of water). Avoid abrasive cleaners. Always rinse and air-dry after cleaning.

## STAMSKIN UPHOLSTERY

Made in France by Serge Ferrari

Application: leather look upholstery

This watertight faux-leather fabric offers excellent resistance over time. Versatile and durable, this soft feeling marine grade artificial leather offers high UV protection and anti-soil, fungal and microbial treatment.

Tip: white upholstered furniture requires very regular cleaning

For cleaning: <https://www.youtube.com/watch?v=WEge8fyRqQ&feature=youtu.be>

**ROPE AND BRAID (OLEFIN)**

Made in Indonesia by Ateja

Application: outdoor rope, braiding

Made of olefin textile, furniture made with olefin rope or braiding, can remain outside in any climate. This material is highly colorfast, and mildew resistant with great tensile strength.

For cleaning: use a soft brush, a cloth and mild detergent

## PROTECTIVE COVERS

Correct use of protective covers greatly extends the good condition and original look of your outdoor furniture. Protecting against marks from leaves, pets or birds, removing the covers means you can enjoy the furniture instantly after a rain-shower. Cleaning furniture after a holiday or after winter becomes easier and faster.

MAMAGREEN protective covers are made from Surlast®, a 100% solution dyed polyester, with a urethane coating, made in the USA. Proper care and cleaning is important for all the fabrics, Surlast® material that is designed for easy maintenance is not an exception.

### SURLAST CARE & CLEANING

For normal cleaning, mix a mild soap or dishwashing liquid with lukewarm water, clean the fabric with a soft bristle brush. Then, rinse thoroughly with cold water and air dry. Avoid using a harsh detergent.

For stubborn stain, apply a mixture of diluted bleach and water. Add maximum 1 cup of bleach to 1 gallon of water. Lightly spray the fabric face (non-coated side) then rinse immediately, not to leave the fabric for more than 2 minutes. Air-dry only. Do not soak the fabric. Prolonged exposure to harsh chemicals can damage the coating.

Using harsh cleaners such as bleach will require a retreatment like 303 Fabric Guard to restore water repellency.

Some important points to consider:

1. Check the label to ensure the correct cover
2. Avoid covering wet furniture, dry in an airy environment before covering
3. Never cover partially wet or humid furniture for long periods of time (never longer than 24 hours).  
Note that the core of outdoor cushions may be wet, while the cover is dry!
4. Furniture must be in a very clean state and completely dry before covering for an extended period of time.
5. Make sure that food rests, sauce stains or other organic materials are removed from table tops, before covering.
6. Always fix the covers correctly to keep the wind from blowing the covers away, use extra weights if considered necessary.
7. When covering the furniture make sure that the non-coated face of the fabric is exposed to the sun.
8. In case cushions feel moldy or smelly after being covered for some time, remove cushion covers, air and clean cover and core separately.
9. When wood remains covered in a humid environment for more than 24 hours, slightly sanding, or brushing with a hard brush, will remove most mold or mildew caused by organic material.
10. Ensure proper air circulation under the cover, avoiding condensation, which may cause mildew or mold. Use spacers (a foam brick might work) to lift the cover from surfaces if considered necessary
11. Storing wet or dirty protective covers may cause damage to the cover, mildew or a bad smell; always dry in an airy environment
12. In case covers are damaged, replacement covers are available made to order.

**WARRANTY**

MAMAGREEN furniture pieces are designed, developed and manufactured for residential, commercial or hospitality outdoor spaces.

Manufacturing is done by skilled crafts people in MAMAGREEN's own facilities. All items are carefully checked during each production process, using strict quality control standards, and inspected and securely packed by MAMAGREEN.

## Part 1. Damage upon delivery

MAMAGREEN advises buyers to always inspect all boxes and all products upon delivery.

If packaging and boxes show any sign of damage, please inspect immediately upon delivery, and prepare proof of damage acknowledgment from the freight company. Note that in some cases furniture can be damaged, due to handling or transport, without showing any damage to the packaging.

If products show any sign of damage upon delivery, due to freight, handling, transport, transit or delivery, 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, and fully documented, including damage acknowledgement from the freight company, photography, description of damage, production code and other relevant information.

All deliveries are shipped at purchaser's risk, unless specifically otherwise agreed upon in writing. Certain products can be shipped by courier; other products 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, is the responsibility of the buyer.

In case damage was caused during unpacking, transport, transit, freight or delivery, MAMAGREEN 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, never absolves the buyer to settle any outstanding amounts.

In case damage was caused by a manufacturing defect: see below

## Part 2. Damage due to manufacturing defects

MAMAGREEN warrants that its products are packed and shipped in good condition, and to be free from manufacturing defects and defects in workmanship and materials for a specific period of time

MAMAGREEN furniture is partially handcrafted from natural, recycled and industrial materials; random imperfections, minor differences in weight or dimensions, texture and color differences as well as weathering due to exposure to the elements, are considered normal, and are excluded from the limited warranty.

In case MAMAGREEN products are well maintained, and used correctly, they will give pleasure for many seasons. In the unlikely event that something goes wrong we will do our best to make things right. Limitations to the warranty, beside normal wear and tear, can be found in Part 3.

### METAL FRAMES

Domestic use - Warranted for FIVE years, starting from the date of delivery

Contract use - Warranted for THREE years, starting from the date of delivery

Structural damage, caused by a manufacturing defect, that prevents its intended use

This excludes normal wear and tear, such as, but not limited to: superficial changes, discolorations, abrasive wear, scratches and minor peeling of powder-coated surfaces, tea staining on stainless steel frames. Limitations as described below, apply.

### TEAK / HPL

Domestic use - Warranted for THREE years, starting from the date of delivery

Contract use - Warranted for TWO years, starting from the date of delivery

Structural damage, caused by a manufacturing defect, that prevents its intended use

This excludes normal wear and tear, such as, but not limited to weathering, color and texture changes, minor cupping, minor cracks or bending as well as random imperfections in natural materials and recycled teak (examples: knotholes, branch marks, hairline cracks, nail or bolt holes, construction marks and stains caused by wood-sap). Limitations as described below, apply.

#### **TEXTILES, WICKER, ROPE, HARDWARE**

**Domestic use - Warranted for ONE year, starting from the date of delivery**

**Contract use - Warranted for ONE year, starting from the date of delivery**

All textiles\*, slings\*, cushions\*, upholstery, foams, excluding wear and tear

Wheels\*, gliders\*, extension and swivel mechanisms, and hardware\*, excluding wear and tear

This excludes normal wear and tear. Limitations as described below, apply.

\*note that replacement parts, cushions, cushion covers are available for purchase

### Part 3. Limitations & Specifications

Used as intended, maintained correctly and well protected in extreme circumstances, MAMAGREEN furniture can be enjoyed for many years.

#### Specific functions or characteristics can be part of the item



ADA compliant / wheelchair accessible



Heavier than regular items, suitable for more windy areas



Suitable for residential use, may contain fragile parts



Suitable for marine environment



Can be floor bolted on request for public use



Contains recycled parts, random imperfections are part of the design



Partially handcrafted, random imperfections are part of the design

#### 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.

### **Limitation due to care and storage issues**

Any damage due to improper storage, improper use of protective covers, incorrect maintenance, 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 the warranty in effect.

### **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 'Outlet' furniture pieces**

Furniture from our outlet, 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.

#### Part 4. 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 manufacture date
- 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, MAMAGREEN 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 twelve to fourteen (12 – 14) weeks. Expedited or substituted replacement parts are subject to express charges. If the product is no longer sold by MAMAGREEN, MAMAGREEN has the right to provide an appropriate replacement, as determined by MAMAGREEN.

## Part 5. Maximum liability

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

MAMAGREEN will not be liable for any consequential, economic or incidental damages or delays resulting from a product defect. In all cases the warranty claimant will be solely responsible for all transport or freight costs resulting from the warranty claim.

MAMAGREEN 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.

 mamagreenfurniture

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