



Makers of fine furniture



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## **DINING CHAIR**

Care Instruction  
and Warranty

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 **Be careful when cutting open the carton and make sure not to insert the knife too deeply as your custom made product is inside the box, close to the surface in some areas.**

## Natural characteristics of timber

If your product has natural solid timber components it will contain different colour shades and granular variations. It may also mature and darken over time. Being natural solid timber, it will also move to some degree over time. This is part of the character of good quality wooden furniture. Timbers may also carry 'natural characteristics'. These include knots, burl detailing, checks, distressing, uneven surfaces, bow's and scratches. These elements are often kept in the product pre-finishing to ensure that the 'natural beauty' of the product is maintained. On solid timber products these elements are hard to predict and place and as such each piece can be different and unique.

## Beauty of Genuine Leather

Every leather product we build is crafted in high quality leather. Soft, supple and highly durable, leather is a versatile and universally popular upholstery cover for furniture. Leather has a natural strength and an extraordinary ability to improve with age.

Genuine leathers breathe and feel cool in summer and warm during winter. Upholstery leather is made from animal skins, which are a by-product of the beef-cattle industry and offer a time-proven, sustainable solution for upholstering quality furniture. The hides are made ready for upholstery by tanning, which is a series of treatments that soften, pigment, beautify and protect the hides.

Your Denai product features unique and handmade signatures that individually personalise every design. Just as no two fingerprints are alike, each piece of leather is distinctive in its markings. These markings add beauty to the leather and serve as proof of its authenticity. Leather is a natural material, so every hide has unique characteristics; and as our furniture is made from many hides, the leather may show slight colour and grain variation - this is only natural.

Age adds character and reflects how the leather furniture has been used during its lifetime. Over the years, leather adapts itself to the user and develops a personalised and individual look.

With regular use, as the leather fibres relax, we expect that comfort creases may form in the areas that receive the most body contact, such as seat and back cushions. All these signs serve as more evidence of the leather's authenticity and should be no cause for concern.

## Corrected Grain Leather

Corrected Grain leather uses the strong top-grain layer from quality cattle hide, but these hides may have shown excessive marks, scars, insect bites, nicks etc. To be used for selected Denai upholstery, the impact of these irregularities need to be reduced; usually by lightly buffing (sanding and filling) the hides damaged top-grain surface. A uniform grain pattern is then embossed into the leather, to restore an overall 'even grain' look. Our corrected grain leathers are both strongly and carefully finished, to enhance their look and wear and provide excellent value for money as day-to-day leather furniture covers, perfect for families.

## Waxy/Pull up leather

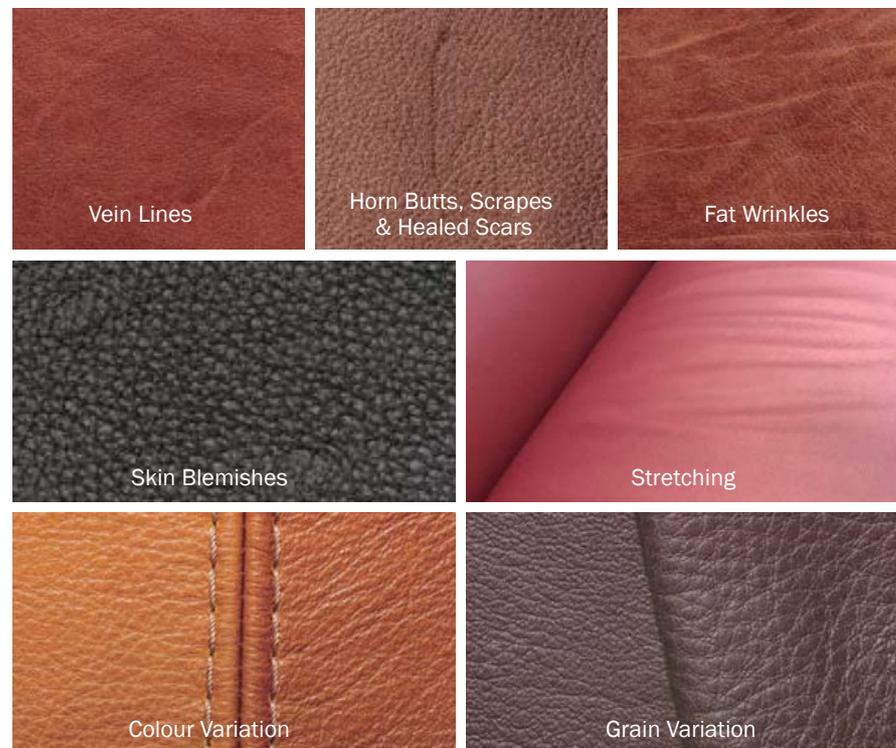
This article, with its unique finish is designed for people who love the natural characteristics of genuine leather. The irregularity of the grain and colour highlights its elegance and individuality. In this kind of article you can find slight imperfections, like closed scratches or wrinkles which highlight its originality and this can be considered as a guarantee of the naturalness of the treatments.

Leathers with a 'waxy' or 'pull-up' finish, will continue to change appearance as the leather ages, responds to your lifestyle and the way you use your furniture.

Due to the special characteristics, this leather requires a little more maintenance. To help extend the life of this beautiful product the upholstery should be lightly cleaned with a clean dry cloth on regular basis to remove dust and accumulated dirt.

## Most common characteristics in genuine leathers

As a natural product, good quality leather will have different markings—a guarantee of being genuine and what makes your sofa unique. Some other examples of the characteristics you can expect to see with leather upholstery are:



Oiled and waxed leather get traces or patina after a very short period of usage. That is a desired effect of this type of leather.



## General Care Instruction

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Always avoid cleaning painted timber with liquids and harsh chemicals. To clean your painted timber surface, use a dust cloth or feather duster to remove dust and debris. Removing dust is essential as dust collection absorbs and holds moisture on humid days and damp evenings, causing the timber to expand and crack. You may use a slightly damp cloth in lukewarm water to remove liquids that might stain, however be sure that the cloth is not soaked excessively and the surface is dried with a clean dry cloth immediately after wetting.

If you have pets, please be careful with them around your chairs. Pets can damage your chair through chew marks and oil residue from their fur.

### Do's

- Polish your furniture every 3 to 6 months, making sure the surface is free from dust before you start.
- It is important to remove moist substances immediately; treat spills and stains as soon as they occur.
- Place your furniture at least 2 meters away from any heat source.

### Don'ts

- Avoid placing hot or wet items directly on the surface as they can leave marks which are difficult to remove.
- Do not use harsh abrasives, chemicals or polishes containing silicone
- Avoid direct sunlight, as this will cause colour change.
- Avoid applying too much polish as this will build up and need to be removed with a wood-cleaning product.

## Care Tips – Metal Chair

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Dust the surface regularly to avoid build-up of pollutants, which may cause the surface to rust. Only use a recognised brand of metal polish, if necessary. Avoid contact with sharp or hard objects as this will cause scratching.

## Care Tips-Leather

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- Clean the leather regularly with a soft damp white, colour-fast cloth to remove grease, dirt and dust.
- To remove dry stains, sweep them off carefully by clean hand, or with an extremely soft brush.
- To remove liquid stains, blot the surface by dabbing carefully with a paper towel, do not press hard as this could push the stain into the pores of the leather.
- DO NOT use soap, saddle soaps, oils, all-purpose cleaners, detergents, solvents, spray cleaners or abrasive cleaners on your leather furniture.
- DO NOT dry the leather in direct sunlight or with a hair dryer.
- Refer to General Care Instructions on page 5.

## Care Tips-Fabric

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- Vacuum regularly with an upholstery attachment, using low suction.
- Spot clean where necessary.
- Treat spills and stains as soon as possible. Gently remove any soil or mop any liquid from surface of the fabric. Do not saturate the fabric or filling with water or any other cleaning fluids. Seek professional advice from fabric cleaning specialist.
- Refer to General Care Instructions on page 5.

## Warranty Period

### 1. Frame Warranty

The internal frame construction is covered against manufacturing and material defects for **three(3) years**. This is provided that the defect is not a result of normal wear and tear, or a natural characteristic of the material used.

### 2. Leather Warranty

The leather upholstery is covered against splitting and tearing due to manufacturing and material defects for a period of **two (2) years**. This is provided that the defect is not a result of normal wear and tear, or a natural characteristic of the material used.

### 3. Fabric Warranty

The fabric upholstery is covered against manufacturing and material defects for a period of **one (1) year**. This is provided that the defect is not a result of normal wear and tear, or a natural characteristic of the material used.

### 4. Seating Foam Warranty

All foam used in the seat cushions is covered against material or manufacturing defects for a period of **three (3) years**. Softening of foam should be expected as a result of normal use and is not to be confused with loss of resilience.

### 5. Component and workmanship Warranty

The dacron, back cushion foam, workmanship (stitching, staples, legs, zipper, dust cover, calico etc.) are covered against defects for a period of **one (1) year**.

## Warranty Terms and Conditions

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

The warranty set out in these terms and conditions is provided by Jinao International Holding (Australia) Pty Ltd ACN 107 665 387 trading as Denai of Unit A 120 Hassall St, Wetherill Park NSW 2164. You can contact Denai by telephone on (02) 9732 9666 or by email at [service@denai.com.au](mailto:service@denai.com.au) or [service2@denai.com.au](mailto:service2@denai.com.au).

1. Except only for rights which the customer has under the Competition and Consumer Act 2010 (Cth) and other applicable laws and which cannot be lawfully excluded, restricted, modified or limited, and the warranties provided to the customer under these warranty terms and conditions, all conditions or warranties are excluded in relation to the goods.
2. Denai warrants that the goods will be free from inherent defects in materials and workmanship for the warranty periods set out on page 7 of this booklet (Warranty Periods). This warranty is in addition to and does not exclude or modify in any way any non-excludable statutory rights the customer may have, including under the Competition and Consumer Act 2010 (Cth). These terms and conditions apply to the extent permitted by law.
3. To the extent permitted by law the warranty specified in clause 2 will only apply where the Denai products are used and cared for in a fit and proper fashion within Denai's specifications as set out in this booklet or as labeled on the product.
4. In order for the customer to be entitled to claim the warranty set out in clause 2, the customer can contact the retailer from whom the goods were purchased as soon as possible after the defect appears in the goods and prior to expiry of the applicable Warranty Period.
5. Denai reserves the right to make good any deemed manufacturing faults before any other action is taken.
6. In the event that Denai approves a warranty claim under clause 2, Denai will repair the goods at its own cost, at no extra charge to the customer, if the goods are readily accessible for inspection and repair. Denai will only replace the goods or provide a refund to the customer if required by law or, in Denai's opinion, the goods are irreparable and the customer gives notice of the fault to the retailer within 3 months of delivery of the goods to the customer (as evidenced by the original retailer purchase invoice).
7. The expense of claiming the warranty will be borne by the customer to the extent that such expenses are not reasonably foreseeable.
8. Denai will cover the cost of transportation from the customer to Denai if the goods in the event that Denai approves a warranty claim under clause 2. Denai will not cover the cost of transportation from the purchaser to Denai or its agents if the warranty claim is not approved or otherwise falls outside the standard warranty conditions.

9. The Warranty Periods set out on page 7 of this booklet commence on the date the goods are delivered to the customer (as evidenced by the original retailer purchase invoice) and are not extended if the goods are repaired or replaced during that warranty period.
10. These warranties are only valid if clear proof of purchase (typically the original retailer purchase invoice) is provided.
11. These goods are intended for domestic or household use only. These warranties will end immediately if the goods become defective as a consequence of misuse, lack of proper care and maintenance or abnormal use.
12. Any faults/damages caused by transporting the goods cannot be deemed as a defect.
13. Goods must be unwrapped and any faults or incorrect deliveries must be reported to retail store of purchase as soon as possible.
14. Subject to the Competition and Consumer Act 2010 (Cth), any claim/s must not exceed the original cost of purchase otherwise the claim/s will not be valid and Denai excludes all liability for indirect and consequential loss or damage arising from or in any way related to the goods.
15. The goods are hand made products. The size of each individual piece may vary from the sample or any product specifications quoted. For the same reason, the comfort and subjective feel of the goods may vary slightly from product to product. These variations are considered normal and in no way will affect the wear ability of the product.
16. Natural characteristics of the good/s cannot be deemed as a defect (see booklet). Scars, marks and differing pore density and colour are natural characteristics of leather and are not considered defects. Leather may vary in colour and texture from the original sample as it is a natural product.
17. If the customer has obtained authorization from Denai for the replacement or refund of goods, the customer must allow the goods to be collected by Denai within 7 days of the authorization date. If the customer does not enable the goods to be collected by Denai in this time, the customer must arrange delivery of the goods to the retailer or Denai.
18. If, after Denai has inspected the goods, Denai is of the opinion that the goods or alleged defect is not covered by the warranty for whatever reason, the customer will be liable for any labour or transport costs incurred by Denai.
19. No warranty is given for damage to goods caused by spills such as acid, solvents, and dyes or other corrosive materials, ink, paint or "body fluids". Newsprint and fabric dye can transfer under some conditions and it is not covered under our warranty.
20. The Warranty is voided if the product is repaired by a contractor not endorsed by Denai.
21. Normal wear and tear cannot be deemed as a defect. Fabrics, leathers, suspension components, cushioning and fillings will show signs of wear and tear with use. Fabrics and leathers will fade and crease. Foam and fillings will soften and form to the shape of the user over time. Depending on the covering and the degree of use, the covering materials, cushion fillings and suspension may need to be replaced periodically at the customer's expense.
22. Foam is a product that compresses with use. Denai considers this to be normal wear and tear. The comfort of seating is subjective and is very hard to gauge the degree of firmness or softness. Softening of foam should be expected as a result of normal use and is not to be confused with loss of resilience.
23. Moving mechanisms are not considered as being part of the structural frame and are covered by the separate warranty in this booklet.
24. Colour matching orders are taken on the strict understanding that exact matching cannot be guaranteed to be a precise match due to the variations in the natural products used in the manufacture of these goods.
25. The Denai warranty is not transferable. The Warranty is voided if the product is resold.
26. Spare parts for the goods will be available if the customer makes it known to the retailer by written notice that they will require the spare parts. These spare parts will be supplied at the customer's own cost unless they are, in the reasonable opinion of Denai, required due to a defect in the product that is covered under this warranty that cannot be repaired pursuant to clause 6.