



# CARE INSTRUCTIONS & WARRANTIES



THEURBANATIVE

TheUrbanative warrants the workmanship of each piece of furniture for 1 years from purchase date.

While all care is taken to manufacture furniture to the highest standard, this guarantee does not cover wear and tear. Care is taken during packaging however in the event that the furniture piece breaks during transport by the client, warranty will be limited.

## LIMITATIONS & EXCLUSIONS TO THE WARRANTY

### Use of Products

The warranty is limited to the clear specification of the reasonable use. In the event of items ordered for commercial use, the client is required to notify the manufacturer in order for necessary changes to be made to materials to allow for the high traffic.

### Care

Warranty limited to generally accepted cleaning and care guidelines as provided.

### Fabrics

Fabrics supplied by TheUrbanative from its suppliers are not warrantied as they are subject to wear and tear, however where available these fabrics are subject to supplier warranties. Cleaning Guidelines are available on request for each fabric.

### Natural materials: Wood/ Marble

Variations created by nature including colour, grain and texture are not considered defects.

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## Care

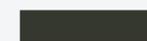
Wood is a natural product that expands and contracts due to the humidity and temperature of the environment, this natural movement can lead to warping in some instances.

Dust regularly with a soft cloth, To maintain the luster of the timber, rub furniture with furniture oil (Woodoc / Danish Oil) every other month or according to the directions as per the product used. All our products are sealed to protect the timber however spills need to be wiped immediately to avoid staining or swelling. Variations created by nature including color, grain, and texture are not considered defects

## Warrantees

The wood workmanship is warranted for 1 yr; provided that no structural damage has occurred, this is also in addition to the timber having been cared for as per the cleaning guidelines provided. The warrantee is limited to generally accepted care and maintenance of the product above. All timber for indoor use unless specifically designed for outdoor use.

# Timber





## Care

To clean and maintain the powder coated finish, wipe surfaces with soft damp cloth, on occasion a soft brush can be used for stubborn dirt .After wipin with the damp soapy cloth make sure to gently wipe any soap residue with a soft dry cloth. Filtered water should always be used as unfiltered water sometimes has trace abrasive elements such as sulphur/ iron oxide, in addition do not expose your powder-coated pieces to abrasive solutions with chlorine, saltwater, fluoride.

For outdoor furniture or furniture to be used at the coast we urge the client to notify TheUrbanative in order for us to treat the steel accordingly via a process of e-coating or using galvanised steel components. In order to further protect our steel planters , we rubber line the inside to stop any water seepage into metal crevices. Please note that eventually corrosion will result overtime for items in humid or coastal areas.

## Warrantees

Almost all powder contains UV protectants that maintain colour and gloss. The powdercoating is warranteed for 1 yr; provided that no structural damage has occurred and that the cleaning guidelines provided are followed.

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# Powdercoated Steel



# Marble

## Care

Marble has natural striations that occur, making each piece unique, this surface is also porous and will absorb oils and water creating subsequent marks. Marble should be dusted regularly with a soft dry cloth. Cleaning products with lemon, acid or reactive additives will cause damage to this porous material.

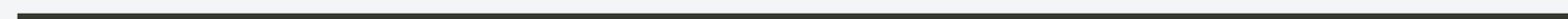
Protect the stone top from scratching by not placing sharp objects on the stone. Use coasters and mats on the stone tops to protect the surface from water damage and scratches.

## Warrantees

Marble is not warranted as this is a natural product.



**NATURAL AND MARBLE  
AGGREGATES**



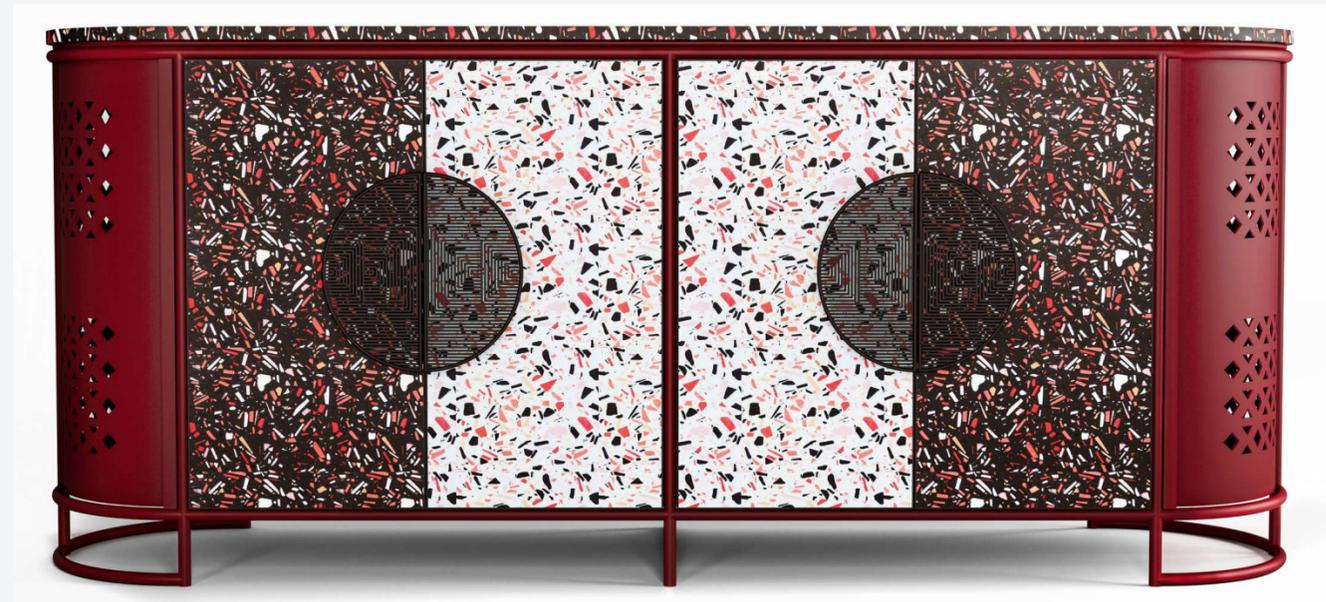
# Terrazzo

## Care

Terrazzo slabs are made up of a custom mix of concrete, minerals and a water-based resin. The mix gives them strength and flexibility but they are not indestructable, they are strong and durable but should be treated like ceramic as they can break, chip or scratch if dropped or knocked against a hard surface. These surfaces harden over time as they cure (up to 90 days curing time) but they should be treated with respect - they way you would treat a timber surface. All surfaces are sealed with a durable floor sealer and are waterproof. They can be cleaned with a damp cloth and warm soapy water. With proper care they should last a lifetime, but will also show patina as they age, giving them a natural quality.

## Warrantees

**From our Terrazzo manufacturer:** We do our utmost best to ensure that your piece arrives in perfect condition. All our pieces can be mended if they do happen to crack or chip by accident, speak to us if this is the case. Air bubbles and slight imperfections are part of the process and cannot be avoided, but if your piece arrives broken, chipped or cracked please contact us immediately.



TERRAZZO AND CONCRETE  
SUBSTRATES

# Limesite

## Care

All surfaces are sealed with a durable sealer and are waterproof. They can be cleaned with a damp cloth and warm soapy (ALKALINE) water. With proper care they should last a lifetime, but will also show patina as they age, giving them a natural quality.

The use of abrasive sponges on these surfaces along should also be avoided. The tops can also endure damage caused by sudden and rapid temperature changes.

For tables used un under-cover patio areas, use of patio protective covers should be used when not in use to reduce weather damage from the sun and rain.

## Warrantees

**From our LIMESITE manufacturer:** Our products carry a 2 year warranty against manufacturing defects. We will attend to all queries related to this. We supply you with care and maintenance guides and this should be adhered to in order to ensure a long, vibrant life for your Limesite surfaces.



LIMESITE SUBSTRATES



## Care

Wipe down with a soft cloth and mild detergent, gently rubbing away dried dirt.

Quartz surfaces are extremely strong and durable, but they are not indestructible, the user should avoid using knives directly on the quartz surface in addition also avoid using harsh acidic or alkaline cleaners.

The use of abrasive sponges on these surfaces along should also be avoided. The tops can also endure damage caused by sudden and rapid temperature changes.

## Warrantees

Once the stone top is cut, there is no warrantee.



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# Quartz & Caeserstone



## Care

Leather must not be exposed to direct air conditioning, heat sources and the UV rays of sunlight, as this will discolour the surface and eventually lead to cracking and possibly tearing of the hide. Leather is easy to scratch, care must be taken with sharp objects on or near leather goods. Normal wear on leather will occur with usage.

Leather to be cleaned regularly with a soft mildly damp microfibre cloth. Test commercial leather cleaners on an inconspicuous spot before using it on the entire furniture piece. Do not clean with Ammonia based liquids. Stubborn spots and stains to be cleaned by a professional cleaner.

## Warrantees

Leather workmanship warranted for 1 year provided that the leather cleaning and care guidelines are followed. Leather as a material is not warrantied as it is a natural product.

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# Leather



## CARE INSTRUCTIONS & WARRANTIES

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### Care

Glass is a fragile material which should be handled with care, place glass objects gently onto surfaces to avoid cracking or chipping.

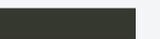
The simplest and safest way to clean your mirrors is with the use of clean, warm water and paper towel or soft cloth. Make sure that the areas where the mirrors are installed are well-ventilated. This is to keep your mirrors from “sweating” or creating moisture, which can eventually lead to damage or rusting from metal frames. Avoid using heavy-duty cleaning solutions that may contain abrasives and/or alkali. Window cleaner can also be used sparingly with a damp cloth.

### Warrantees

The mirror framework workmanship is warranted for 1 yrs; provided that no structural damage has occurred, this is also in addition to the overall mirror having been cared for as per the cleaning guidelines provided.

There are no warranties for the glass portion of our mirrors.

# Mirrors & Glass





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## Care

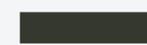
Clean using a diluted, mild detergent with a soft mildly damp cloth, taking care not to rub too hard as this will affect the weave, the rope elasticity and the glue.

Only spot clean when necessary. Clean spots with damp soft cloth dry in shaded area.

## Warrantees

The workmanship of the weaving is warranted for 6 months, and should not be handled unnecessarily rough. The PVC awning cord is meant for outdoor purposes; according to the manufacturer/supplier guidelines, however in coastal and outdoor uses yacht grade rope is used.

# Awning cord





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## Care

Plated metal finishes react to their environment in terms of humidity and oxidation, this will change the appearance of the object as it ages. Please note that metals will corrode overtime in coastal or humid regions, Please bear this in mind when purchasing items - as this will not be covered by the warranties of the item.

Brass or copper polish (eg:Brasso) will restore the copper and brass patina to a degree, wipe surfaces with a mild dish detergent and soft, slightly damp cloth. After cleaning make sure to gently wipe any soap residue with a soft dry cloth. Do not use scourers of any sort.

## Warranties

Based on the fact that plated metal surfaces react with the environment and are prone to oxidation, which is normal, no warranties are offered on plated items.

# Plated metal surfaces —

# — Fabrics

## Cleaning & Care

## THULANI LOVESEAT



### **Glenada Malachite**

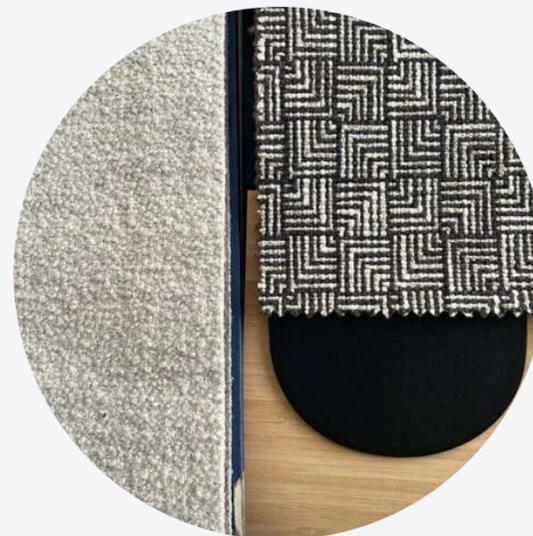
Dry clean only

Wipe spots and marks with a cloth

### **Samara Herringbone - Cinder**

Dry clean only

Glenada Malachite  
Cushion: Samara Herringbone Col: Cinder



### **Luna Agate Grey**

Dry clean only

### **Samara Cube - Cinder**

Dry clean only

Luna Agate Grey  
Cushion: Samara Cube col. Cinder



### **Glenada Mallow**

Dry clean only

Wipe spots and marks with a cloth

### **Samara Herringbone - Moroccan Red**

Dry clean only

Glenada Mallow  
Cushion: Samara Herringbone Col. Moroccan Red



### **Poetry Shamrock**

Dry clean only

### **Aretha - Spruce no. 60**

Dry clean only

Wipe spots and marks with a cloth

Poetry Shamrock  
Cushion: Aretha col. Spruce no. 60

## Warrantees

Our fabric supplies offer no warrantees on their fabrics however we do offer a 2 year workmanship warrantee provided that the fabric cleaning and care guidelines are followed.

# — Fabrics

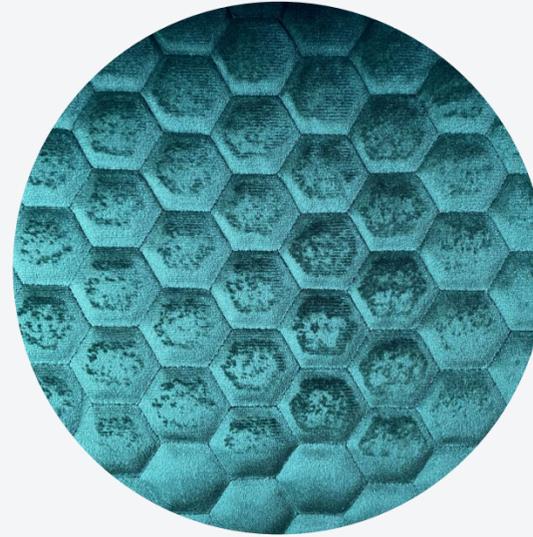
## Cleaning & Care

NONTANDO OTTOMAN



**Hexa Spice Coral**  
Dry clean only

Hexa Spice Coral



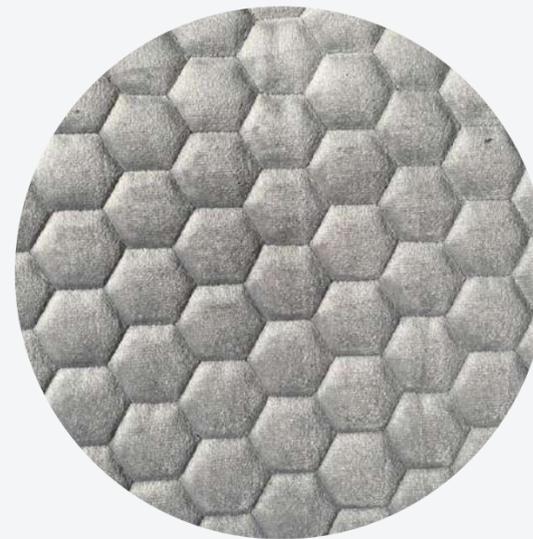
**Hexa Botany**  
Dry clean only

Hexa Botany



**Aretha Vantiar Red**  
Dry clean only  
Wipe spots and marks with a cloth

Aretha Vantiar Red



**Hexa Griffin**  
Dry clean only

Hexa Griffin

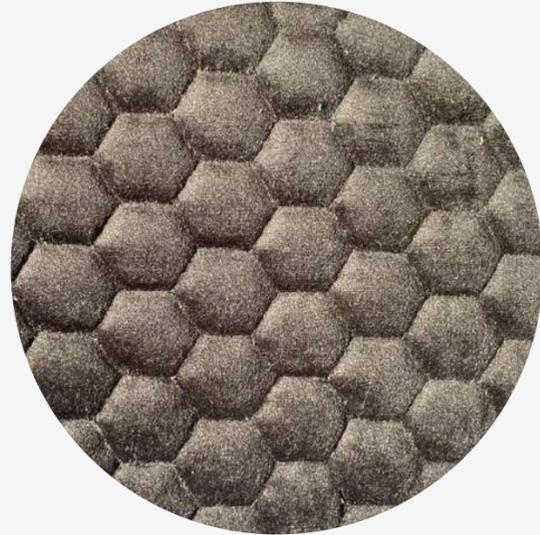
## Warrantees

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# — Fabrics

## Cleaning & Care

NONTANDO OTTOMAN



### **Hexa Black Caviar**

Dry clean only

Hexa Black Caviar



### **Aretha Pacific Blue**

Dry clean only

Wipe spots and marks with a cloth

Aretha Pacific Blue



### **Aretha Spruce**

Dry clean only

Wipe spots and marks with a cloth

Aretha Spruce



### **Aretha Rose Mist**

Dry clean only

Wipe spots and marks with a cloth

Aretha Rose Mist

## Warrantees

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# — Fabrics

## Cleaning & Care

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## FULANI DINING AND LOUNGE CHAIR



Monroe Moonstone

### **Monroe Moonstone**

Dry clean only  
Wipe spots and marks with a cloth



Monroe Merlot

### **Monroe Merlot**

Dry clean only  
Wipe spots and marks with a cloth



Monroe Silhouette

### **Monroe Silhouette**

Dry clean only  
Wipe spots and marks with a cloth



Monroe Minty

### **Monroe Minty**

Dry clean only  
Wipe spots and marks with a cloth



Monroe Bilberry

## Warrantees

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# — Fabrics

## Cleaning & Care



**Hexa Umber**  
Dry clean only.

Hexa Umber



**Wessex Blue Danube**  
Dry clean only  
Wipe spots and marks with a cloth

Wessex Blue Danube



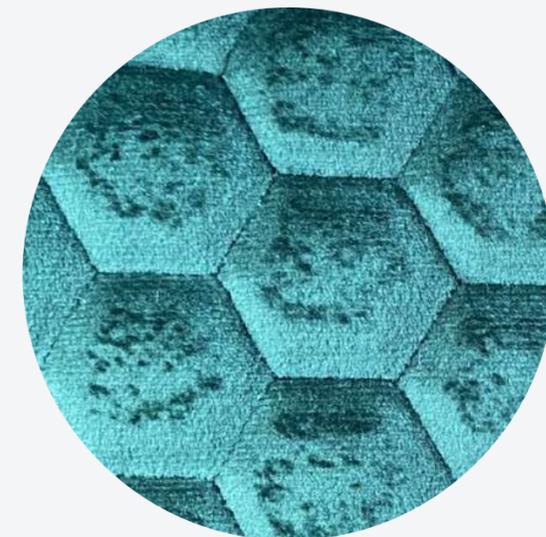
**Wessex Cedar Key**  
Dry clean only  
Wipe spots and marks  
with a cloth

Wessex Cedar Key



**Velveteen Rose Cloud**  
Dry clean only.

Velveteen Rose Cloud



**Hexa Bottany**  
Dry clean only.

Hexa Bottany

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## NZINGA CROWN OTTOMAN

### Warrantees

Our fabric supplies offer no warrantees on their fabrics however we do offer a 2 year workmanship warrantee provided that the fabric cleaning and care guidelines are followed.

# — Fabrics

## Cleaning & Care

PUMZIKA COUCH



**Wessex Baby Fawn**

Dry clean only  
Wipe spots and marks with a cloth

Wessex Baby Fawn



**Monterney Mon 17**

Dry clean only  
Wipe spots and marks with a cloth

Monterney Mon 17



**Wessex Days End Grey**

Dry clean only  
Wipe spots and marks with a cloth

Wessex Days End Grey



**Wessex Iron Mountain**

Dry clean only  
Wipe spots and marks with a cloth

Wessex Iron Mountain



**Wessex Cedar Key**

Dry clean only  
Wipe spots and marks with a cloth

Wessex Cedar Key

## Warrantees

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# — Fabrics

## Cleaning & Care

## ISINMI OTTOMANS



### **Wessex Baby Fawn**

Dry clean only  
Wipe spots and marks with a cloth

Wessex Baby Fawn



### **City Slicker Shroom**

Dry clean only  
Wipe spots and marks with a cloth

City Slicker Shroom



### **Luna Falcon**

Dry clean only.

Luna Falcon



### **Vinyl The Mills**

Wipe with a damp cloth

Vinyl The Mills



### **Wessex Cedar Key**

Dry clean only  
Wipe spots and marks with a cloth

Wessex Cedar Key

## Warrantees

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# — Fabrics

## Cleaning & Care

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## WAMBO FRINGED OTTOMAN



Monroe Meadow

**Monroe Meadow**

Dry clean only  
Wipe spots and marks  
with a cloth



Monroe Lapis

**Monroe Lapis**

Dry clean only  
Wipe spots and  
marks with a cloth



Luna Bombay

**Luna Bombay**

Dry clean only.



Monroe Merlot

**Monroe Merlot**

Dry clean only  
Wipe spots and marks  
with a cloth



Monroe Minty

**Monroe Minty**

Dry clean only  
Wipe spots and marks  
with a cloth



Luna Agate Grey

**Luna Agate Grey**

Dry clean only.

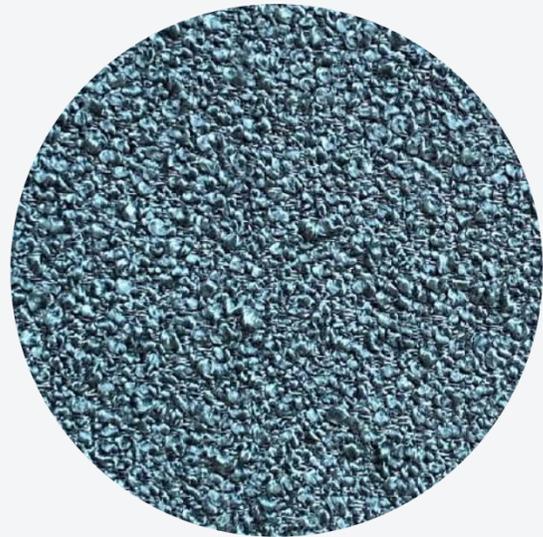
### Warrantees

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# — Fabrics

## Cleaning & Care

## AKAYA LOUNGE CHAIR



**Luna Thyme**  
Dry clean only.

Luna Thyme



**Monterney Mon 16**  
Dry clean only  
Wipe spots and marks with a cloth

Monterney Mon 16



**Wessex Cedar Key**  
Dry clean only  
Wipe spots and marks with a cloth

Wessex Cedar Key



**Luna Bombay**  
Dry clean only.

Luna Bombay



**Bolero Marsala**  
Dry clean only.

The Mill City Leaves



**Luna Agate Grey**  
Dry clean only.

Luna Agate Grey

## Warrantees

Our fabric supplies offer no warrantees on their fabrics however we do offer a 2 year workmanship warrantee provided that the fabric cleaning and care guidelines are followed.

# — Fabrics

## Cleaning & Care

## ZOZI UPHOLSTERED CHAIR



**Samara-Cube Cinder**  
Dry clean only.

SAMARA-CUBE:  
CINDER



**Samara Herringbone Fens**  
Dry clean only.

SAMARA  
HERRINGBONE:  
FENSO



**Samara Herringbone Ash**  
Dry clean only.

SAMARA  
HERRINGBONE:  
ASH

## Warrantees

Our fabric supplies offer no warrantees on their fabrics however we do offer a 2 year workmanship warrantee provided that the fabric cleaning and care guidelines are followed.

# — Fabrics

## Cleaning & Care

## OROMO DINING CHAIR & FULANI BAR STOOL



Monroe Celeste

### **Monroe Celeste**

Dry clean only  
Wipe spots and marks with a cloth



Samara Herringbone

### **Samara Herringbone**

Dry clean only.



Luna Agate Grey

### **Luna Agate Grey**

Dry clean only.

## Warrantees

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# — Fabrics

## Cleaning & Care

OROMO BENCH



### **Samara Herringbone Amulet**

Dry clean only.

Samara Herringbone Amulete



### **Mokopane Giraffe**

Wipe clean with a damp cloth

Do not use solvents, bleaches, synthetic detergents, polishes or aerosol sprays.

Mokopane Giraffe



### **Luna Agate Grey**

Dry clean only.

Luna Agate Grey

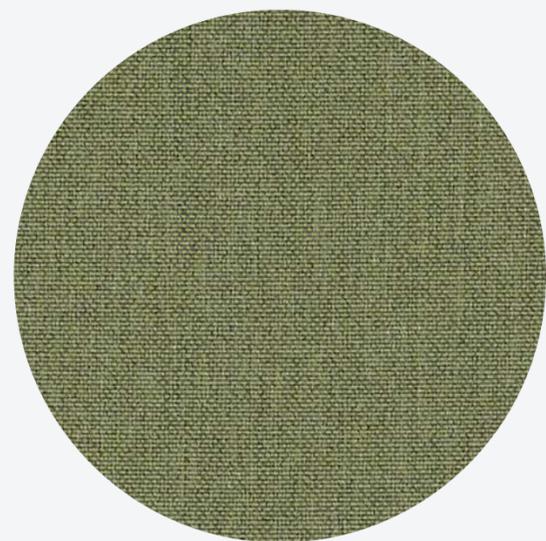
## Warrantees

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# — Fabrics

## Cleaning & Care

## OUTDOOR COLLECTION PALM



Natte - Pistachio

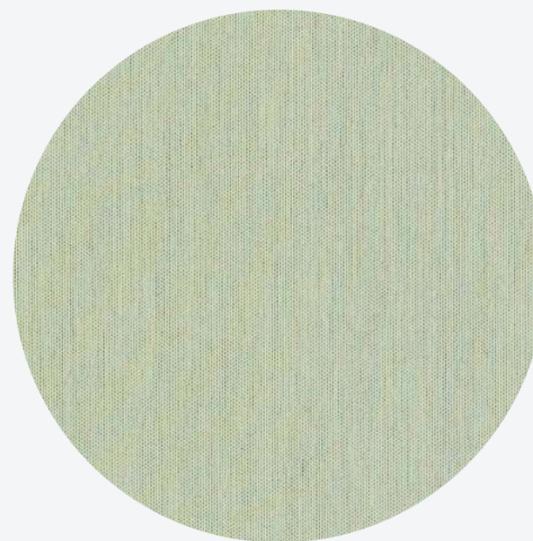
### **Natte Pistachio**

Machine washable 40° (Hand wash option suggested)

Cool Iron

No dry cleaning

Bleach cleanable



Solid - Mint

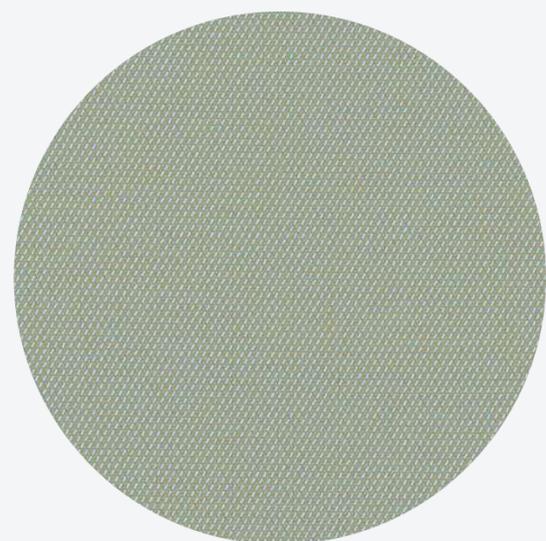
### **Solid - Mint**

Machine washable 40° (Hand wash option suggested)

Cool Iron

No dry cleaning

Bleach cleanable



Mezzo - Opal

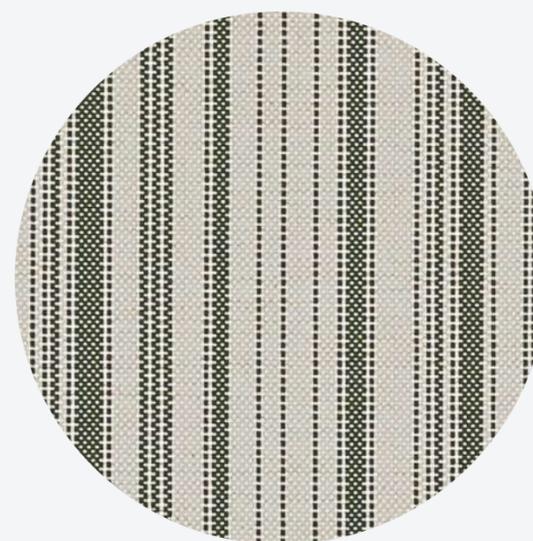
### **Mezzo - Opal**

Machine washable 40° (Hand wash option suggested)

Cool Iron

No dry cleaning

Bleach cleanable



Foutah - Olive

### **Foutah - Olive**

Machine washable 40° (Hand wash option suggested)

Cool Iron

No dry cleaning

Bleach cleanable

## Warrantees

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# — Fabrics

## Cleaning & Care

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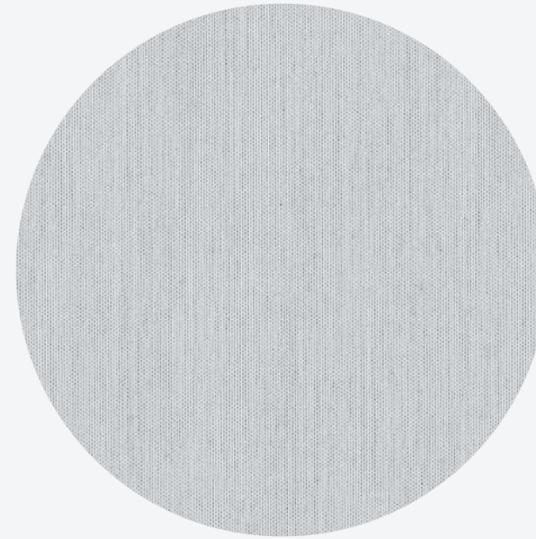
## OUTDOOR COLLECTION SAND



### **Natte - Linen Chalk**

Machine washable 40° (Hand wash option suggested)  
Cool Iron  
No dry cleaning  
Bleach cleanable

Natte - Linen Chalk



### **Solid - Marble**

Machine washable 40° (Hand wash option suggested)  
Cool Iron  
No dry cleaning  
Bleach cleanable

Solid - Marble



### **Sling - Sailing Space**

Machine washable 40° (Hand wash option suggested)  
No ironing  
No dry cleaning  
Bleach cleanable

Sling - Sailing Space



### **Bute - Galapagos**

Dry clean only.

Bute - Galapagos

## Warrantees

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# — Fabrics

## Cleaning & Care

## OUTDOOR COLLECTION CORAL



Natte - Flamingo

### **Natte - Flamingo**

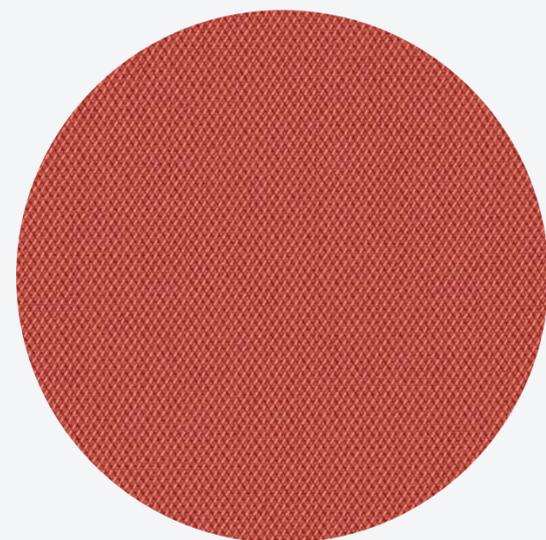
Machine washable 40° (Hand wash option suggested)  
Cool Iron  
No dry cleaning  
Bleach cleanable



Bute - Florance

### **Bute - Florance**

Dry clean only.



Mezzo - Tigerlilly

### **Mezzo - Tigerlilly**

Machine washable 40° (Hand wash option suggested)  
Cool Iron  
No dry cleaning  
Bleach cleanable



Bute - Barcelona

### **Bute - Barcelona**

Dry clean only.

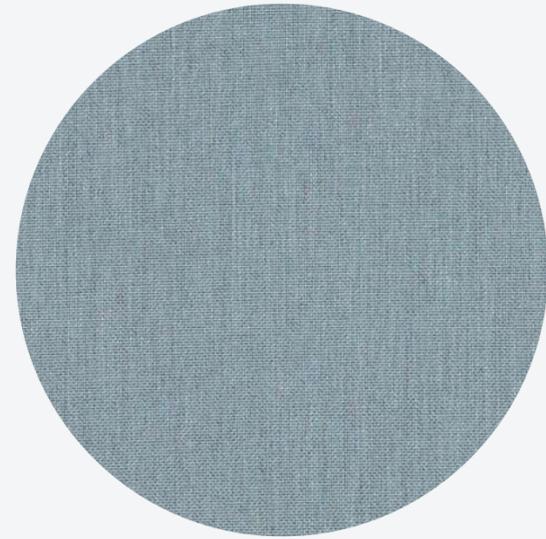
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# — Fabrics

## Cleaning & Care

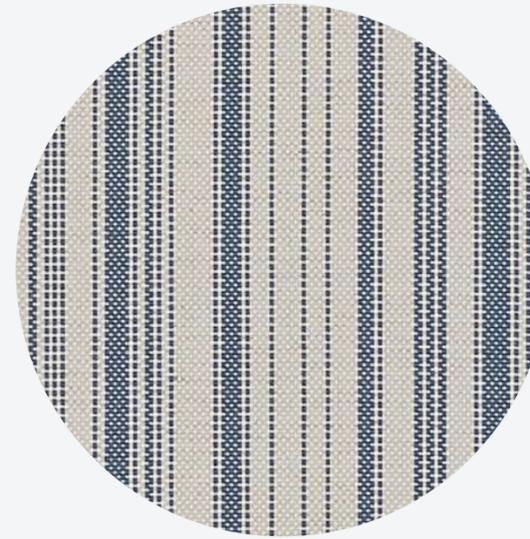
## OUTDOOR COLLECTION OCEAN



Natte - Frosty

### **Natte - Frosty**

Machine washable 40° (Hand wash option suggested)  
Cool Iron  
No dry cleaning  
Bleach cleanable



Foutah - Cyclades

### **Foutah - Cyclades**

Machine washable 40° (Hand wash option suggested)  
Cool Iron  
No dry cleaning  
Bleach cleanable



Bute - Toulouse

### **Bute - Toulouse**

Dry clean only.

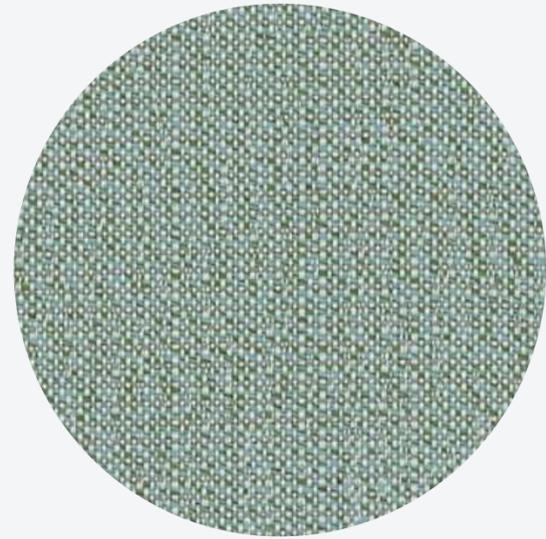
## Warrantees

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# — Fabrics

## Cleaning & Care

## OUTDOOR COLLECTION BOLSTERS



### **Savane - Spring**

Machine washable 40° (Hand wash option suggested)  
Cool Iron  
No dry cleaning  
Bleach cleanable

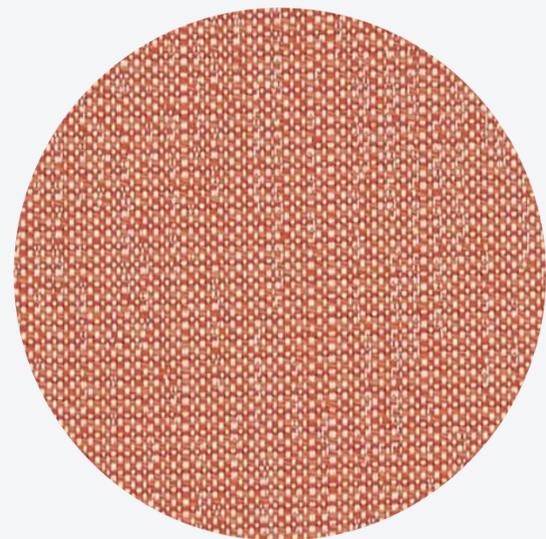
Savane - Spring



### **Savane - Grey**

Machine washable 40° (Hand wash option suggested)  
Cool Iron  
No dry cleaning  
Bleach cleanable

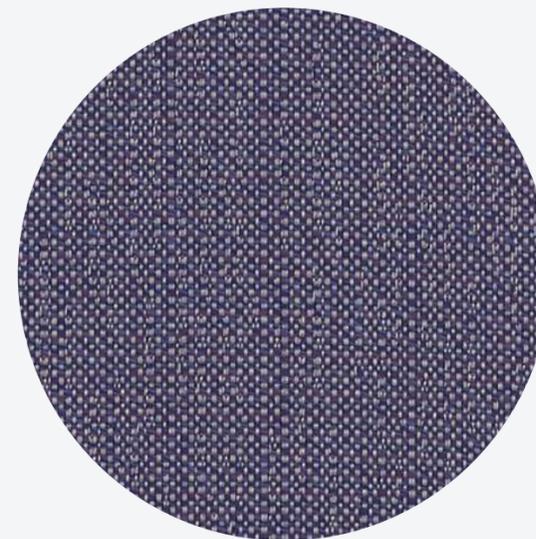
Savane - Grey



### **Savane - Dawn**

Machine washable 40° (Hand wash option suggested)  
Cool Iron  
No dry cleaning  
Bleach cleanable

Savane - Dawn



### **Savane - Midnight**

Machine washable 40° (Hand wash option suggested)  
Cool Iron  
No dry cleaning  
Bleach cleanable

Savane - Midnight

## Warrantees

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# — Fabrics

## Cleaning & Care

## OUTDOOR COLLECTION CUSHIONS



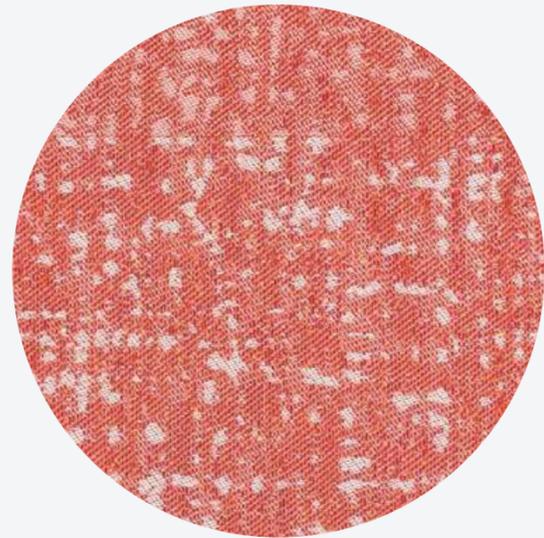
### **Monolith - Desert**

Machine washable 30° (Hand wash option suggested)  
Cool Iron  
Do not wring  
Dry in shade



### **Bute - Galapagos**

Dry clean only.



### **Bute - Barcelona**

Dry clean only.



### **Monolith - Mediterranean**

Machine washable 30° (Hand wash option suggested)  
Cool Iron  
No dry cleaning  
Do not wring  
Dry in shade

## Warrantees

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