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CONDITIONS FOR FURNITURE USE

We thank you for buying our furniture and hope that you will enjoy it for a long time. To avoid any complications that may arise when using the furniture, please note the following information and follow our recommendations.

Furniture acceptance

When you receive the product (at the warehouse or at home), carefully check the furniture and the overall quality of the product. It is recommended that you inspect the furniture by opening the packaging and examining it (check the fronts, visible panels, glass surfaces, and fittings) for any visible defects. Built-in furniture shall be inspected after the installation is complete.

For your attention: if the acceptance and handover certificate does not indicate the defects that were spotted during normal inspection of furniture at the time of acceptance (visible defects), the customer loses the right to refer to them after signing the acceptance and handover certificate.

Furniture delivery

Delivery is the transfer of the purchased furniture from the warehouse to the customer's address.

SIA Laimdotas recommends using the delivery service provided by the seller, using suitable vehicles, equipment, and staff. Please note that furniture defects caused by the customer's own delivery are not eligible for warranty repairs.

Furniture installation

SIA Laimdotas recommends using the furniture installation service provided by the seller, using trained personnel, suitable tools, technical equipment, and other necessary accessories.

It is not recommended to install, repair, or upgrade furniture yourself. Quality installation of furniture requires professional knowledge of the furniture industry – the specifics of materials and construction, processing techniques, installation and appliance set-up sequence and other specific instructions.

Unqualified connection of appliances can have adverse consequences, such as serious damage to the customer's health and damage to the furniture, thus losing the warranty repair rights.

General usage and storage instructions

The length of time that furniture remains aesthetically pleasing and functional depends on the customer's usage habits and room conditions.

Each piece of furniture is designed for its intended purpose and should therefore be used in accordance with its functional purpose. We recommend following a few simple and practical tips to ensure that your furniture lasts longer.

Characteristics of environmental and climate conditions

Environmental and climate conditions are an important prerequisite for the preservation of furniture and can have a significant impact on its appearance and quality. Furniture is sensitive to light, humidity, dryness, cold, and heat, and it is therefore advisable to avoid prolonged exposure to these factors which can cause furniture to warp and, in particular, accelerate the ageing of painted and lacquered furniture surfaces.

1. Light

Avoid direct sunlight on furniture. Prolonged exposure to direct light on certain parts of the furniture may reduce its chromatic (colour) properties compared to parts that are less exposed to direct light. During and after the warranty period, the colour of the parts replaced may vary at different times, which is a natural process and cannot be considered a sign of poor quality of the furniture product.

2. Temperature

Extreme cold or heat as well as rapid changes in temperature can cause serious damage to furniture products or their components. It is recommended to place furniture products at least 1 m away from any heat sources. Furniture must be used in dry and warm rooms with heating and ventilation, at an air temperature of between +10° C and +40° C. Significant deviations from this temperature range may cause a deterioration in the quality of the furniture and may lead to furniture defects. The recommended storage and operating temperature for furniture is between +10° C and +25° C. Do not place hot objects (iron, hot dishes, etc.) on furniture or expose it to heat radiation (high-powered lamps, etc.) for a prolonged period of time.

3. Humidity

The permissible relative humidity for the furniture is 40-55%. Avoid rooms with high humidity or dryness, especially periodic changes in these factors. Over time, such humidity conditions may affect the integrity of furniture products or their components. In humid environments, we recommend more frequent ventilation and the use of dehumidifiers where possible.

The surface of the furniture must always be completely dry. Furniture elements must be protected from moisture to prevent the frame, fronts and table tops from delaminating and the edges from peeling. Water and other liquids which may dissolve the finishing material (alcohol, acetone, petrol, etc.) must not be allowed to penetrate and directly affect lacquered surfaces.

Use a soft, dry cloth (flannel, plush cloth, etc.) for furniture care. Work surfaces should be maintained using a soft, damp cloth, in addition to the use of appropriate care products. It is recommended to remove dirt from the surface of the furniture as soon as possible. If dirt and liquids are left on the furniture for a prolonged period of time, it significantly increases the likelihood of stains and other damage as well as discolouration of elements, especially if the liquids on the surface are paint-containing. In cases where persistent staining is unavoidable, the use of specially designed cleaning products is recommended. If specialised cleaners are not available, cleaning with neutral detergents (98% water and 2% detergent) is acceptable. All parts should be wiped until dry after wet cleaning.

4. Physical impact

It is necessary to protect the furniture and its structural elements from mechanical damage, exposure to abrasives or excessive physical stress. When using furniture, avoid applying excessive force and pressure to open and close doors, drawers, and other moving parts.

Do not overload drawers and shelves with objects of excessive weight. Keep door hinges and drawer tracks in the closed position to avoid deformation and breakage. Standard drawers have a capacity of 30

kg and their warranty cover applies to 100,000 openings. Door hinges are guaranteed to open 100,000 times, provided that no additional weight is placed on the door.

If it becomes necessary to move assembled furniture and its weight and construction allows it, remove all items from inside the furniture as well as shelves and drawers before moving. Remember that furniture must only be moved off the floor and must be held by its lower part.

Adjustments can be made to ensure that furniture functions properly. It is advisable to keep doors and drawers closed to avoid warping. If furniture joints using clamps, nuts, or bolts become loose, they should be tightened with the appropriate tools after some time.

5. Aggressive environment and abrasives

Aggressive liquids (acids, alkalis, oils, solvents, etc.) and abrasives must never be allowed to touch or affect the furniture. These types of liquids and substances are chemically active, and a reaction with them may lead to adverse consequences.

6. Ventilation

Do not cover ventilation ducts that are necessary for the ventilation of machinery.

Characteristics of furniture materials and conditions for their use

1. Laminate - laminated particleboard (LPB), plastic, acrylic

Laminate furniture is very practical and easy to clean but you shouldn't forget the basics of operation and cleaning.

Laminate furniture as well as acrylic, plastic, and other materials deteriorates after exposure to water or other liquids. If liquids have been spilled on a laminate, plastic or acrylic surface, they should be wiped off as soon as possible with a soft, dry cloth. Moisture may cause the material to peel and the PVC edge to flake off. This is not considered an eligible warranty claim.

Furniture must be cleaned using products specially designed for this purpose. It is recommended to polish the furniture every 1 to 2 weeks to keep its look intact for as long as possible. If you choose a cleaning product for kitchen surfaces, pay attention to its composition. The surface also comes into contact with food products, and the product must never contain toxic substances.

Laminate, plastic, and acrylic have standard dimensions and texture direction, so the size of the element cannot be larger than the material sheet. In exceptional cases, the material is stitched together, but in such cases it cannot be guaranteed that the texture will match. When the material is stitched together, texture mismatch is not a cause for a complaint.

2. Plastic table tops, joints and edges

The joints on the table surface are treated with silicone sealants for moisture protection. However, water must not be allowed on the table top joints during use, especially on aluminium, plastic, wood, or acrylic edges. After washing dishes, it is necessary to wipe off excess moisture from the surface. Wet washing sponges and boiler lids with condensation must not be placed on the table top connections. Tabletop joints and edges should be particularly protected from substances containing acetic acid and alcohol. The edges are glued with high-tech machines using high-quality glue from the best European manufacturers. However, modern technology uses thermal adhesives and therefore does not allow prolonged exposure to temperatures above 500° C on the edges. Prolonged exposure to temperatures above 500° C may result in deformation and delamination of the edge.

3. Painted MDF

The main advantage of painted MDF is the wide range of colours and the choice of finishes - matt, deep matt, or gloss lacquered. Special effects such as pearlescent are also available.

A special pigment is used to tint the MDF paint finish, giving the base colour the shade of your choice. The amount of tinted paint, the intensity of colour, the absorption of MDF and many other factors influence the colour tone of the finished furniture, which may differ slightly from that of the chosen sample. A difference between the colour tone of the sample and that of the completed order shall not be considered a cause for complaint.

In the event of a repeat order, SIA Laimdotas cannot guarantee the exact colour match of the new product to the previously ordered products. This discrepancy shall not be considered a cause for complaint.

Painted parts have a characteristic odour which is inherent in the chemical processes and which is dependent on the ventilation and temperature of the room. Customers must take this into account and, if it is not acceptable, choose other materials before placing an order.

The distinctive odour of painted furniture shall not be considered a cause for complaint.

Furniture with painted MDF fronts must be protected against impact from floor cleaning machines and brooms. This will cause scratches on the painted surface of the MDF which are irreversible. Such damage will not be considered a cause for complaint.

Caring for painted MDF products:

- 3.1. Dust with a soft, dry cloth or special dry wipe.
- 3.2. Cleaning with specially designed products is acceptable.
- 3.3. Abrasive materials, alcohol, acid and alkaline solutions must not be used.

3.4. Defects resulting from the improper care of furniture shall not be considered a cause for a complaint.

4. Wood and veneer

The value of wood and veneer is its natural feel and environmental protection. Due to their natural origin, wood and veneer of the same variety from the same delivery batch can vary considerably in both shade and grain pattern.

The selection of wood and veneers by colour and grain pattern is standard – as close as possible to the same colour and grain pattern within the same order. A possible colour and pattern discrepancy between the sample and the product shall not be considered a cause for complaint.

The colour of wood and veneer products ordered by the customer may differ from samples, which may change shade due to exposure to light. The possible difference in colour between the samples produced and the completed order shall not be considered a cause for complaint.

In the event of a repeat order of wood or veneer, SIA Laimdotas cannot guarantee that the exact shade and grain pattern of the new product will match previously ordered products. This discrepancy shall not be considered a cause for complaint.

Wood and veneer products change colour over time due to exposure to light. The intensity of the changes depends on the variety of wood and the degree of shading. Prolonged direct exposure to sunlight on wood and veneer products is not desirable. All wood and veneer components are coated with a special light-repellent varnish but it is not possible to block the natural colour change completely. This phenomenon is not considered a cause for complaint.

Wood and veneer products must be treated with care, especially on table, cabinet, cupboard etc. surfaces. Scratches caused shall not be considered a cause for complaint.

Exposure to water for more than 5 minutes on wood and veneer surfaces is not allowed. Exposure to alcohols, acids and liquids containing alkalis is not allowed. Defects resulting from exposure to water and household chemicals shall not be considered a cause for complaint.

Caring for wood and veneer products:

4.1 Dust with a soft, dry cloth or special wipe.

4.2 Heavy soiling should be cleaned with a soft cloth or sponge and a mild soap solution and wiped off immediately with a dry cloth.

4.3 Abrasive materials, alcohol, acid and alkaline solutions must not be used.

Defects resulting from the improper care of the furniture shall not be considered a cause for complaint.

5. Glass

Glass is a flexible material – it does not lose its shape but glass surfaces are fragile and can break under any impact or excessive load.

Like other materials, glass expands when heated and contracts when cooled. Since glass has low thermal conductivity, under the right conditions a large temperature difference can develop within a single sheet of glass, and uneven expansion can result in glass breaking – thermal stress. Tempered glass, which is particularly resistant to temperature fluctuations, is not affected by thermal stress.

The colour tint of the glass is caused by the addition of small amounts of various metal ions.

Caring for glass:

5.1 Use specialised glass care products for cleaning.

5.2 Abrasive materials and sponges with abrasive or metallic coating must not be used.

Glassware must be treated gently, especially glass shelves and table tops. Cracks and scratches shall not be considered a cause for complaint.

6. Artificial stone materials

Artificial stone is well known among users for its functionality and durability. Artificial stone surfaces are easy to clean. Artificial stone is a homogeneous, hard, non-porous material that does not encourage bacterial growth, is highly resistant to most household chemicals, and does not delaminate. It is solid throughout, which makes it possible to make inconspicuous joints while keeping the surface hygienic.

No bacterial or fungal growths form on artificial stone surfaces, making it ideal for use in catering and healthcare applications.

Its strong resistance against fire means it is suitable for both private and most public sector applications, and it comes in a wide choice of colours.

Cleaning and caring for artificial stone surfaces:

6.1 Conventional cleaning agents such as ammonia-based liquid cleaners can be used.

6.2 Dry dirt on matt surfaces can be cleaned with a sponge or a mild abrasive cleaner.

Hot pots or pans leave marks on porcelain or ceramic surfaces. Never place a hot pan, especially cast iron, directly on an artificial stone surface or in a sink. Use specially designed heat-resistant trays. High heat can damage any surface! Impressions from hot cookware are not considered a cause for complaint.

It is not recommended to cut directly on the surface, as you will scratch the work surface. Scratches are not considered a cause for complaint.

7. Use of electrical appliances and their fittings

The electrical appliances included in the furniture set must be operated, maintained, and cleaned in accordance with the manufacturer's instructions for use.

Service and repair shall be carried out by service centres indicated on the warranty card.

When using built-in socket-outlets, please take into account that only appliances designed for 220V may be connected to the socket-outlets. This unit is intended for indoor use only. Do not use the appliance if the mains cable or the appliance itself is damaged or has come into contact with liquids.

8. Aluminium and other metal parts

To prolong the life of aluminium parts and maintain their original appearance and colour, abrasive materials must not be used for their care. Only a soft cloth or sponge and, if necessary, a mild soap solution may be used for cleaning. Abrasive cleaning agents must not be used.

For the care of stainless steel worktops, sinks, etc., it is necessary to use appropriate non-abrasive cleaning agents which are intended only for stainless steel.

Warranty rules

The warranty for furniture made by SIA Laimdotas is valid from the date the delivery note is signed by both parties. The duration of the warranty is 24 (twenty-four) months. The warranty will not be valid if all the conditions of furniture use are not fully complied with.

If SIA Laimdotas delivers the furniture and does not provide furniture assembly service, the warranty shall take effect from the date of furniture delivery to the address indicated by the buyer, as evidenced by the CMR waybill or the bill of lading.

The warranty for household electrical appliances and fittings used shall be in accordance with the warranty provided by the appliance manufacturer, and the manufacture's operating instructions must be complied with.

The service and repair of household electrical appliances shall be carried out by service centres designated by the manufacturer of household electrical appliances upon presentation of the bill of sale issued by the seller. The Buyer shall be responsible for submitting a warranty claim to a service centre and all related matters.