

CARE INSTRUCTIONS

Dear Customers!

Thank you for choosing Fameg furniture. We fulfil your wishes in the production of chairs, armchairs, rockers, tables, hangers and box furniture, thus our range of products includes sophisticated shapes and designs. Fameg products are characterized by high durability and world-wide reputation. Their quality is monitored at every stage of production. This way, we want to guarantee you the long-term and reliable use of our furniture.

We wish you satisfaction with their purchase.
The Management Board of Fameg Sp. z o. o

Rules for the use and maintenance of furniture

1. Furniture should be used in accordance with their design and purpose.
2. Furniture should be used in dry and closed rooms which are protected against harmful atmospheric influences and direct sunlight. The air temperature in the rooms should be between 10-30°C, relative humidity 40-70%. The furniture should not be placed less than 1 meter from active heat sources.
3. The furniture surfaces finished with enamels and lacquers should be cleaned with a soft, dry or slightly damp cloth and immediately wiped dry. Do not use any cleaning chemicals. It is not allowed to put furniture on a wet surface, and in the case of chairs with hard seats, do not put them upside down on the table tops after cleaning. It is not allowed to stand or kneel on products with seats made of weaved reed.
4. Wood and veneer as natural products, depending on the place of origin and habitat conditions, have a diversified drawing of grain and color. All discolorations, streaks, spots etc. do not reduce the quality of the products, and even emphasize their natural origin and uniqueness. Tables, chairs and some elements of box furniture are made of various types of natural materials (solid wood, bent wood, natural veneer, beech plywood), which have different properties.
For this reason, there may be differences in the shades of colors in one product (e.g. shades of table top, legs, bedding). Under the influence of light, the shade of wood and veneer also changes. The furniture is constantly subject to external conditions, such as temperature and humidity, thus there may be slight dimensional changes associated with the natural reaction of wood. The above-mentioned natural properties of wood cannot be basis for possible complaints.
5. Classic bent furniture is characterized by a sublime shape. The wood used for their assembly is bent by hand, and individually, therefore the individual elements are all the time subject to internal stresses - hence, dimensional differences at the spacing are permissible up to "+/- 15mm", on stability up to "3-5mm". Most of the chairs and armchairs are mounted on screws and bolts, which under the influence may get loose, so it is recommended to periodically tighten the fittings.
6. Natural veneer of table tops requires greater care in use and is less resistant than laminated tops. Moving sharp and heavy objects through the worktops may cause scratches on the varnish coat. Avoid contact of the worktop surface with hot objects, solvents and alcohols which may cause tarnish and discoloration of the varnish. In order to protect the surface of the table top, use tablecloths, napkins, pads, etc. Tables should not be moved by lifting the tabletops, but the side profiles.
7. Caring for oiled furniture will help preserve its natural appearance for many years to come. This requires consistency and a few simple rules have to be followed.
 - a) Basic cleaning entails wiping the furniture using a slightly moist cloth. For best results use a cloth made out of a soft fabric. Wipe along growth ring lines.
 - b) Do not use strong detergents, paint strippers, varnish removers, paraffin, turpentine – these will cause a discolouration to appear.
 - c) Even though the product exhibits significant resistance to alcohol, remove spilled alcohol immediately to prevent it from reaching deeper layers.
 - d) Do not place hot dishes directly onto the piece of furniture.To remove stubborn stains from oiled furniture, wipe the stained surface using a mild detergent – water with a little bit of soap or washing up liquid. Restoration entails applying oil to the entire piece of furniture. Preferably the same oil as the one the furniture was treated with initially. This should be done once a year.
Damages caused by non-compliance with the above recommendations are not grounds for complaints.

Guarantee conditions

Fameg Sp. z o.o. grants a 2-year warranty.

In the event of a defect, the user should immediately notify the Seller from whom he purchased the product.

In case of mechanical damage, the original packaging should be kept and the detected defects should be recorded on the furniture receipt report. Otherwise, such damage is not subject to complaint.

The Producer reserves the right to introduce constructional changes to the offered models which do not change their general character.