

Fold

Webshop warranty &
care instructions



puik

Dear customer,

Thank you for your purchase of the Fold table!

To keep your Fold table nice and neat, we recommend to clean the wood and metal parts with a dry/moist soft cloth. Best to not use any (alcohol based) cleaning products on the wooden table top.

The table top has a coating (Rubio Monocoat White 5%) and is able to withstand quite a few things. But we do advise to use coasters and a table cloth were necessary.

Our Fold table is made out of a solid wooden oak top. Once in a while you will need to sand down the top and coat it in again. You can use the coating we advise (Rubio Monocoat White 5%), or any coating that you prefer. How many times you do this, depends on how the table is used in your home.

A lacquered or oiled table top may wear out due to normal use, this is not a reason for complaint. In some cases, there is damage due to material-or production errors. These complaints will of course be processed. Excluded are scratches in the paint or split in the sheet itself. Even with normal use, a coated table top can scratch or break the coat finish. These damage to boards and surfaces are not part of the warranty.

A split in a solid wooden table indicates that it is too dry in the room. Wood is a natural product and works the same as a sponge. If it becomes too dry in the room, the wood will also become drier and eventually split. When the weather is more humid in the room, wood attracts moisture and does not tear it.

The relative humidity is different every day and depends on the weather conditions. Even during the day and night, humidity in the home can fluctuate strongly. It is important to keep the relative humidity in the room where the furniture is constantly around 65%, at least between 50% and 70%.

It is the responsibility of the customer to ensure proper humidity, so that the wood product does not scratch or split.

Treat this table as your friend and you will get a lot of love from it in return.

Enjoy your new Fold table.

All the best,

Puik

What is the warranty on the Fold table?

We give a 6 month warranty on the Fold table. This only applies to material and production errors. The warranty does not apply to damages caused due to negligence and improper installation, unadmitted and abnormal use as well as physical damages created after purchase and/or due to poor maintenance and higher force.

General delivery conditions / advice:

Cancellation:

You can cancel the delivery of your order free of charge up to two working days before delivery. If you report the change within 48 hours before delivery, we are unfortunately forced to charge cancellation costs (€ 50).

General Delivery Conditions Puik webshop / advice:

1. You can pick up the product in Amstelveen at our warehouse. Please contact us prior if you would like to pick up your table.
2. Delivery to the ground floor in the Netherlands is free of charge. Transport and possible assembly to a higher floor is possible in consultation with the carrier, and entirely at the risk and expense of the customer. Costs for delivery to other countries are indicated per country on the website.
3. Ordered tables are only delivered and not assembled.
4. We deliver your product to the address you specified when ordering. You can no longer change the address if we have already sent the package. Jan Krediet takes care of the distribution.
5. Our products are often heavy, and are therefore transported and brought in by two people if necessary. When a product is heavy, it may happen that the delivery cannot reasonably get the product due to the circumstances at the delivery location. These circumstances should be optimized by you, the customer, as much as possible.
6. Ensure that all possible obstacles that may make it difficult to transport your goods have been removed (cupboards, paintings, lamps, etc.). Also cover vulnerable floors, walls and passages and / or alert our driver to the vulnerability.
7. Puik is not liable for damage caused by transport from the first door / first entrance. We are happy to help you place the product inside.
8. You must be present during delivery, otherwise we will charge cancellation costs (€ 50).
9. If a product cannot enter the building and other means of transport (hoist or removal lift) must be used, this is entirely at the expense and risk of the customer.
10. Puik and transport partner Jan Krediet have the right to cancel a delivery if the driver indicates that the delivery situation is irresponsible. Transport costs and any additional costs are for your account.
11. Delivery may take place outside the given time indication due to traffic conditions or other unexpected developments.
12. If you are not satisfied with the way in which the products have been transported, you can contact Jan Krediet deliveries.

13. The delivery times in the confirmation of the order are indicative. We do our best to deliver the order quickly. If the order is delayed, we will inform you of this in writing.

Instructions for usage:

Mount or install the furniture at the intended place and pay attention to the following:

1. That the furniture is in closed rooms under normal climatic conditions in between 180 C and 220 C and 50-60% relative humidity.
2. That the furniture is away from the heat source 70-150 cm, and if this is not possible, it must be protected with appropriate thermal insulators.
3. That the furniture is not directly exposed to sunlight and moisture. Sunlight may change the look and colour of your table top.

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Warranty card and instructions for usage and maintenance:

A) A customer on the basis of a properly completed and certified warranty card, upon presentation of the original invoice and the conditions listed below, is entitled to free repairs within a warranty period of 6 months from the date of purchase.

The warranty is valid for material faults, malfunctions and defects made in the manufacture of the product as well as for the non-fineness of the product during proper use.

B) The warranty does not apply to damages caused due to negligence and improper installation, unadmitted and abnormal use as well as physical damages created after purchase and/or due to poor maintenance and higher force.

C) The manufacturer declares that the product will function properly within the warranty period, if the users adheres to the instructions, as well as that he will provide maintenance and spare parts within the warranty period.

D) The manufacturer undertakes to ensure, within his warranty period, at his own expense, the elimination of malfunctions and disadvantages within 45 days, that is, that the defective product will be brought to the correct state by repair or, if necessary, replacement.

E) For the most effective solution to the complaint, it must be reported to the manufacturer within 3 days of delivery, who will give you instructions how to resolve the complaint successfully.