

Certificate

EXTENSIVE STAIN SERVICE

5 years of stain service textile

Drinks, such as:

- ✓ Coffee, tea, chocolate milk
- ✓ Coke and fruit juices
- ✓ Wine, beer and liquor

Foods, such as:

- ✓ Ketchup, mayonnaise
- ✓ Tomato sauce and gravy
- ✓ Peanut butter, chocolate and marmalade
- ✓ Butter, milk and other oil-based stains

Excretions of humans and mammals, such as:

- ✓ Body oil
- ✓ Vomit
- ✓ Sweat
- ✓ Urine
- ✓ Blood
- ✓ Feces

Your service request via internet:

- Online
- 24 hours a day
- Faster processing
- Directly your personal service number
- No queues

Go to melding.oranjeconcepts.com

Complaints and/or problems other than those listed above are excluded from this service. In the event that such complaints or stains occur, we will offer you the opportunity to have us resolve this at a 50% discount on the applicable repair or cleaning rates. (please check our website for the current/actual rates). This service is valid in the Benelux and Germany and applies to the entire warranty period, starting on the day of the delivery of the furniture. The furniture must be delivered undamaged.

Attention:

If a stain or problem occurs during the service period you can contact our Service Centre. A service request must be made within 3 business days after the problem has occurred. Our Service Centre will be at your full disposal. They will assist and advise and where needed will make an appointment for a service specialist to visit you.

Excluded from the service:

Product-specific characteristics that contribute to the character of the furniture. Normal contamination, wear and corrosive substances. Improper use of the furniture.

The service certificate is personal and not transferable with the furniture.



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General tips for care of your furniture

Regularly vacuum the upholstery with the help of a suction nozzle with a soft brush; this way your upholstery remains beautiful and prevents premature wear.

For cleaning make sure to use our special cleaning product which is developed for the furniture industry. Ask your supplier for advice or visit www.oranje-products.com

Do not place the furniture in direct sunlight or near the Heating system. The upholstery may discolor as a result.

Do not allow pets on your furniture. Nails can damage the fabric and grease from their fur can decolorize the upholstery over time..

Make sure your furniture is placed on a flat surface. This prevents squeaking, cracking and warping of the construction of your furniture

Use felt pads on the bottom of all furniture to protect floors from scratching. For carpets use Easy Gliders in order to easily move furniture and to make sure your carpet is protected from damage.

The elastic materials of the seating and back of your furniture(s) are designed so that they will slowly adapt to your body.

Depending on the intensity of use, the temperature and your body weight, after a few months, the ideal comfort will be achieved. Due to this process, the filling will become slightly softer and the upholstery will wrinkle. This is a normal process and necessary to get a nice shape and to prevent tearing of the upholstery. The amount of wrinkles will stabilize when its optimal seating comfort has been achieved.

Tips for stains on textile furniture

Despite impregnation it is possible that spilled liquids do not remain on the fabric and sink into the fabric. This is not an issue; the fabric is still protected and the stain service remains in effect.

When removing a stain **always dab, never rub**. Especially cotton and linen are sensitive to decoloring and discoloration. If cleaned there is a possibility that you (also with only water) not only remove the stain but also the color pigments which can lead to a lighter or whitish spot. This can no longer be repaired and/or recolored.

Dab the spilled liquid with a clean white cloth or tissue (do not use printed paper because it can give off color). Always work from the outside in to prevent the stain from getting larger. Rinse the cloth repeatedly and continue as long as the cloth still picks up color of the spilled liquid. Use cold water for blood or fruit stains and warm water for other stains. Remove solid substances with the blunt side of a knife or a spatula.

If necessary, remove the stain with the Cleantex stain spray according to the instructions for use. This product is available at your retailer. In case no Cleantex is available please contact our Service Centre for advise.

For brushed fabrics make sure to dap in the angle of the brushed fibers. After drying brush against the direction of the fibers and restore them to their original angles

If the upholstery is wet, you can not tell whether the stain has been removed. As soon as the furniture is dry, you will see the result.

In case of any doubt please contact our Service Centre. They will assist and advise you.

Dyes from clothing:

Fabrics that give off color, e.q denim, bit by bit will color the upholstery of your seating furniture (wet clothing can immediately cause pigment stains), after a while a haze can appear on your fabric.

Color fastness:

The color fastness of your upholstery can reduce. Always test the upholstery before use for colourfastness and resistance on an inconspicuous spot. Even if you have used the product before (including water).



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In conclusion

The stain service and the impregnation of the fabric is an ideal tool to help with the removal of stains, however it is not a subscription for cleaning services.

Normal pollution will happen after time, therefore it is excluded from the service. In such cases you will get a reduced rate to clean your furniture completely.

In case you need more information or tips about removing stains or general care of your furniture, please contact our Service Centre.