

general product information

Product strength and stability

All products are designed to meet the strength and stability requirements of BS4875 and BSEN 527

Quality assurance

All our products are manufactured to exacting procedures as defined by our ISO9001 quality system.

Timber, veneers, sheet materials and fittings

All the materials and components used in our products are carefully selected for quality and durability.

The lacquers we use for finishing require no maintenance. Cleaning should be carried out using a damp cloth and soft duster, a little vinegar or detergent can be added to the water to remove greasy marks. Spray, wax polishes must not be used. Eborcraft cannot be held responsible for damage to the lacquer surface as a result of using these materials.

It should be remembered that most natural timbers change colour on exposure to light. The amount and speed of change varies according to species of timber, the length of exposure and the intensity of the light. It is therefore likely that there will be an initial colour mismatch between new items of furniture and those that have been in use for some time, this colour difference will even out over a period. Wood is a natural material and we cannot guarantee the continuity of grain and texture in products or samples.

Natural wood veneers can be subject to surface cracking as a result of prolonged exposure to low levels of humidity, our guarantee does not cover this phenomenon.

The above comments do not apply to laminate or melamine faced chipboards, where any initial colour difference is usually much less and any subsequent change is very small.

Ecology

Wherever possible we use timber-based materials, which are sourced from countries which have a defined and implemented policy for the management of timber resources.

Specifications

We reserve the right to alter designs and specifications without notice.

Guarantee

All our products are guaranteed for a period of three years against any failure due to faulty materials or workmanship.