

accessories

PIEDI STAND

PILLAR STAND & BOWL

HOMME STAND

CATCHALL BOWLS

FEMME BOWL

CARE GUIDE

USE

Indoor, outdoor under the conditions mentioned below.

PURPOSE

This accessory is intended for indoor use. Due of its durable material, it can also be used outdoors, however not in standing water or inclement weather. We do not advise to use this object as a pot or a planter. Its only care is in the careful moving, as it is practically care free.

PLACE

Place the accessory gently, vertically and with both hands.

LIFT

Lift gently, vertically and with both hands.

DO

Use mainly indoors and occasionally outdoors. When outdoors, store under covered area where there is no standing water - cover/store indoors during inclement weather. Store individually - not stackable. Clean with just damp cloth.

DON'T

Don't pull, drop or drag the object. Don't tilt the object on its base to lift it. Don't drop hard/heavy objects on top surface edges. Don't leave spills unattended. Don't use hard chemicals to clean. Don't rest shoes on top surface edge. Don't sit on, stand on or use as stepping ladder.

COLOUR AND OTHER VARIATIONS

Customary and reasonable variations in color and/or dimensions of ALENTEs objects are a testament to their handmade nature, and are thus not considered as a defect. Hairline cracks are surface deep and are part of the casting process - all items are carefully quality inspected before shipping.

DAMAGE DURING SHIPPING

ALENTEs packages its goods according to fragile items method, so as to minimise any breakage during shipping. Unpack and inspect your order immediately upon delivery. In case of damage during shipping, send us an email with a report and photographic evidence within 3 working days upon delivery. All our shipments are insured for damages during transport, so any damaged good during shipping will most likely be replaced.

RETURNS

Since our products are made upon demand, we do not accept returns if there is no technical default.

GUARANTEE

We guarantee that all ALENTEs products sold directly from ALENTEs are free from manufacturing faults and defects for a period of 24 months from the date of original delivery. In the event that a product is proven to be defective, you are entitled to the restoration of the goods through repair or replacement, whichever is decided as being the most efficient and effective remedy. The guarantee does cover:

- Possible dismantling of the object's parts
- Casting cracks that are larger than hairline cracks (>1.0mm)

The guarantee does not cover:

- Damages that are caused by not following the CARE GUIDE instructions by erroneous maintenance and/or improper use of the goods
- Chipping of top/bottom edges resulting from not following the CARE GUIDE instructions
- Water corrosion damage that results from not following the CARE GUIDE instructions
- Discoloration due to weather conditions
- Hairline cracks that 1.0mm or smaller

DEFECTIVE PRODUCT

In the rare case your product is faulty, we will consider your claim as quickly as possible and correct it to the best of our ability. Based on your photographs, we will assess whether the complaint is based on a deficiency of manufacturing or of material nature, or whether it is due to normal wear and tear. Defective items will be replaced or refunded if the replacement with the same product is not possible. We will arrange with you to send us the item back and we will replace it free of charge and shipping costs. We will operate with the utmost speed in order to reduce waiting times. If you have purchased products through one of our associated stores, the guarantee also applies, but not to any defects, damage or wear that the products have been sold with.