

Our products require some ongoing care and maintenance to encourage its longevity, and keep it looking good. Below is a guide to help you care for your Space to Create product in the best possible way.

Environment

The frequency of maintenance will vary according to your personal requirements and the environment in which the products are placed. When choosing the location for your product be mindful of environmental factors such as heat sources, pets and humidity as they will have an effect on your furniture. Furniture placed in coastal areas requires special attention and regular maintenance. Exposure to sea air environments may accelerate deterioration to a product's finish, regular and frequent cleaning outdoor furniture is highly recommended.

Outdoor

For longevity please keep furniture in covered outdoor areas. Avoid direct sunlight and harsh weather conditions as this will cause fading. Timber, Powdercoated steel and outdoor fabric will naturally discolour with age in an outdoor setting. For all timber products we recommend gently sanding the surface and applying a UV-stable exterior grade oil such as decking oil every six months.

Timber - Outdoor

Spotted Gum is our timber of choice for outdoor furniture. Being a natural material, it may change colour, or crack due to humidity levels and sudden changes in temperature. Left outdoors, timber undergoes a natural process of oxidation that affects its colour, which turns an attractive silver-grey shade.

Space to Create timber furniture is pre-oiled and needs to be maintained. The hotter the climate and the greater the exposure to the sun, the more frequently the timber will need to be oiled. We recommend a quarterly application in a harsh climate or commercial environment or if you wish to maintain the original timber colour. To restore the original appearance of timber, lightly sand all over and apply the recommended finish per manufacturers instructions.

Always test the top oil in an inconspicuous area to ensure desired finish is achieved before applying. Do not use any other cleaners or polishes as they may cause permanent damage to your furniture.

Timber - Indoor

Regularly wipe timber to remove dust and dirt. Do not wet down or leave spills to sit on timber surfaces. Avoid contact with liquids, heat and keep out of direct/reflective sunlight.

Take care when placing unglazed ceramics as they may scratch the surface. Do not use any other cleaners or polishes as they may cause permanent damage.

Powdercoat and Electro-plating

Wash regularly with warm soapy water and mild detergent using a soft cloth. For commercial, industrial or marine environments we would recommend monthly maintenance. Always rinse well with water, to remove any remaining detergent.

Avoid steam cleaning, abrasive cleansers, steel brushes/wools and cleaners containing chlorine. Avoid scratching the surface by dry dusting. Do not allow dirt or bird droppings to accumulate, dry out and harden. Never use strong solvents to clean powder-coated surfaces. Dull surfaces can be revived using car polish.

Powder coated stacking chairs are designed to be set in place, not forced. Rough treatment of stacking furniture can result in damage, which is not covered under warranty.

If rust begins to appear as a result of a scratch or bump, apply an anti-rust product such as Rustoleum® as quickly as possible. You can also visit a local powder coater and have your product refinished. If treated correctly the furniture should last for many years.

Tempered Glass

Space to Create glass top tables use tempered glass, suitable for furniture applications as per the Australian Standard 4669.

Tempered glass should receive the same care as normal glass. Avoid dropping objects on the glass, which may weaken it. Damaged glass may spontaneously shatter if later subject to the thermal or mechanical stress. Tables should not be dragged at any time to avoid damage to glass.

Marble and Concrete

Clean marble and concrete with warm soapy water, or a wet cloth. For stubborn stains use a creme cleaner with a soft sponge or cloth. Do not leave any liquid on the surface for extended periods, as this will penetrate and may leave a stain.

Fabrics and Upholstery

Vacuum fabrics on a weekly basis to remove dust, dirt and any loose feathers. Treat spills and stains as soon as possible by wiping up with a damp cloth. Do not scrub as this can alter the fabrics appearance. We recommend contacting a specialist fabric cleaner to treat difficult stains. To avoid any colour change and prolong the life of your fabric we recommend keeping your furniture out of direct sunlight.

Leather and Vinyl

Wipe leather and vinyl with a clean damp cloth to remove particles and dust that can work into the hide and abrade. Protect from direct sunlight, direct heat and weather. Some softening and stretching of the leather is to be expected with use. Treat spills and stains as soon as possible. Carefully remove soil or mop any liquids from the surface of the fabric. Gently wipe with a soft soapy cloth. Allow drying, and then polish with a soft woollen cloth. To treat difficult stains we recommend contacting a specialist leather cleaner.

Space to Create products are designed with quality materials and handcrafted with care. Each item is unique and may have slight imperfections due to their handmade nature. If an issue does arise, please use the following warranty guide.

Structural Warranty - 1 Year

A 1-year warranty covers the structural integrity of all our indoor and outdoor products.

Your warranty claim must be made through our head office in North Melbourne, Australia. If an inspection is required to determine the nature and cause of the issue, this will be conducted by our sales team. Please refer to our Terms and Conditions for more details. The warranty covers the cost involved in the repair but excludes any transport or freight costs associated with the claim.

Timber - Outdoor

All our outdoor products are made to the highest quality to help them withstand the elements. We cannot warrant products that are exposed to extreme weather conditions.

Any changes in the visual appearance of timber that are directly linked to ageing are not covered by warranty. As wood is a living material, the appearance of its surface evolves naturally over time.

Exterior furniture oils may fade when placed in direct sunlight. This is not covered by the Space to Create warranty.

Timber - Indoor

All our indoor products are made to the highest quality.

Any changes in the visual appearance of timber that are directly linked to ageing are not covered by warranty. As wood is a living material, the appearance of its surface evolves naturally over time.

As wood is a natural element, light tone difference among the various elements that make up the product may occur. Moreover, if the products are purchased in different periods, the elapsed time and climatic conditions can cause variations in colour and / or tonality and Space to Create cannot accept any claim in this regard.

Powdercoat

Powder coat is a decorative finish for indoor and outdoor use. While it assists with metal protection, it is not a corrosion protection in its own right. The components of Space to Create powder coated products are produced in either aluminium or stainless steel. The base materials are treated with zinc finish to guard against corrosion. The products are then powdercoated to make the surface resistant and suitable for use in exterior environments.

Minor corrosion spots in welded joints under table tops, seats and bases do not affect the structural integrity of the product and are not covered by the Space to Create warranty.

Whilst every care is taken to provide the most suitable finish according to the use and the environment the product will be subjected to, Space to Create cannot guarantee this decorative finish against scratching, scuffing, chipping, fading or corrosion and as a result of direct use in harsh seafront locations.

When choosing a colour for outdoor use please select a suitable UV stable choice, as the product is not warranted against natural fading. To ensure longevity of this finish please refer to the care and maintenance.

Electroplated Finish

All Space to Create copper and gold metallic finishes are produced in stainless steel. The base materials are treated with zinc finish to guard against corrosion and then electroplated in copper or gold using a dipping bath. Each item is hand dipped and may vary from piece to piece. Metallic finishes are for indoor use only. They are not suitable outdoor and may oxidise due to exposure to moisture.

Minor corrosion spots in welded joints under table tops, seats and bases do not affect the structural integrity of the product and are not covered by the Space to Create warranty.

Tempered Glass

Space to Create use tempered glass as per the Australian Standard 4669 Glass is not guaranteed against scratching and chipping and this is not covered by the Space to Create warranty.

Marble

Marble is a natural stone product. Each piece of marble and has inherent qualities that may vary – veining, tint, density, etc. Minor pitting and/or surface fissures are normal in natural stones and none of these characteristics are considered defects. Colour, veining and tint may vary from piece to piece. The product is not scratch proof and small nicks and scratches are deemed general wear and tear and are not covered by the Space to Create warranty

Concrete

Concrete is a man made material. Each piece of concrete is hand moulded and colour, texture and tint may vary from piece to piece. Our concrete is sealed with a natural finish sealer to protect against water penetration. The product is not scratch proof and small chips are deemed general wear and tear and are not covered by the Space to Create warranty.

Fabrics, Leather and Upholstery

Our fabric and leather is covered by a 12 month structural warranty against manufacturing faults. Space to Create offer a 1-year warranty on upholstery components – this includes foam and finishing (stitching, zips). Furniture coverings are not included in this warranty and are bound by the fabric house warranty as above.

Exclusions

Space to Create will not accept responsibility in any way for damage caused by misuse, abuse, or accident and such damage shall be construed as a breach of the warranty contract.

This warranty does not apply to normal wear and tear.

Space to Create is not liable for fading or natural ageing of the timber, non-structural defects in the timber, naturally occurring timber features, surface and end checking.

General wear and tear or natural fading of the materials used.

Corrosion originating from scratches or abrasions that result from general wear and tear and which cannot be removed via standard cleaning and maintenance processes.

Minor spots of rust under tabletops, seats and bases. These are a natural outcome of the material used (stainless steel).

The corrosion of stainless steel parts due to use in a confined, chlorinated environment.

The corrosion of steel furniture, including stainless steel, as a result of direct use in harsh seafront locations.

Transportation costs for replacement parts and labour costs for repair or replacements are excluded from the warranty.

Space to Create shall not be liable for, and specifically excludes, any claims caused directly or indirectly by any event or matter beyond its control, including incidental, consequential or contingent damages suffered as a result of the use of the furniture or a breach of this warranty either written or implied.