

Warranty

Your Responsibility

The folding student table warranty extends to the original purchaser(s) of Table products who reside in Singapore. Any warranty, or implied warranty, is only valid for the period the Table product is owned by the original purchaser of the product. The original purchaser, for the purposes of this warranty, will be the individual whose details are associated with the e-commerce purchase. Please retain a copy of the receipt which was sent to the email address on record.

1. Transport Warranty at Delivery

All Transport claims must be submitted within 24-72 hours of receipt of the goods.

In order to proceed to a Transport Warranty Claim you must provide: Proof of signature of the warranty claim form (receiving document signed by purchaser). Proof of Damage written on the claim by recipient. Picture of the palette not unpacked with showing the damage of the product. Picture of the units unpacked showing the damage. Picture of the whole table/or bench extended to the full picture view. Picture close up of the damage.

A Transport claim may be voided: due to lack of evidence, poor pictures quality or false claim. We reserves the right to refuse a claim, provide a partial financial compensation or replace only parts of the damaged unit or simply put 1 to 1 exchange.

COVERED:

Major visible cracks, major chips or dents to the wood, major splits of the wood.

NOT COVERED:

Minor superficial scratches, dents and marks, cosmetic degradation or staining or paint discoloration, all heat marks and all water damage, any damages past 72 hours from receipt date of your product due to storage.

2. In case of misalignment, follow this procedure.

If you cannot close your table or bench completely, please ensure that the wood tops are aligned properly with the rail mechanism.

To troubleshoot the alignment issue, you can follow these steps:

- **Untighten bolts:** Start by locating the bolts at each end of the bench. Gently untighten these bolts using an appropriate tool, such as a wrench or screwdriver.
- **Realign wooden tops:** Once the bolts are loosened, you can now adjust the wooden tops of the bench or table. Carefully align them so that they are even and close flush when the bench is closed.
- **Tighten the bolts:** It's important to retighten the bolts after making the necessary adjustments.
- **Place the panels, push the console as much as possible & lastly, close the clasps underneath the bench or table.**



3. Solid Wood Furniture

The appeal of solid wood furniture is that each piece is unique in terms of colour, natural marks, grain patterns and workmanship. Consequently, you may notice some differences between items from the same range; any such differences are considered an integral part of this totally natural product. Due to the very nature of solid wood furniture, all ranges will feature varying degrees of distressing; this may include wood splits, filling, knots, distress marks, antiquing and more. To complement these unique qualities, some of our ranges are crafted to showcase 'distressed' or 'rustic' styling. This is very much intentional by our skilled craftsman and makes each piece unique with a 'lived in' appearance.

Note: Extra like cabinet space or lock bracket are optional item.



4. Room Temperature

Did you know that almost 50% of the weight of freshly sawn wood is made up of water? At Transformer Table, all timbers undergo a meticulous kiln-drying process to carefully reduce this moisture content, leaving just enough so that it can properly acclimate to the humidity in your home. That's why it's important for you to maintain the humidity levels wherever you place your Transformer Table products. To be safe, humidity levels should be set between 40%-55% at all times. This is also true for any hardwood furniture products that you own or that you may purchase in the future. Note: Do not place furniture directly next to heating or air conditioning vents, as this can alter the natural humidity levels and may result in drying and splitting, altering dimensions enough that panels no longer align with the console.



5. Living Environment – Storage

We highly recommend storing your Table panels in the same space as your previous Table for at least two consecutive months. This is to ensure both the wooden table and panels all adapt and acclimate in the same living environment.

6. Cleaning And Care

When it comes to cleaning your Transformer Table products, use only household cleaners or solvents intended for solid wood materials. Using other household cleaning products may cause harm and/or damage the finish.

Cleaning directions:

Use a clean cloth made of soft, lint-free cotton.

Moisten the cloth with just enough water to make the dust adhere to it.

Always wipe in the direction of the wood grain.

Store the wooden components of your TT products (as much as possible) in the same living environment.

- **DO**

- Blot up spills immediately with a soft, slightly damp cloth

- Use coasters, placemats and tablecloths to protect furniture during use

- Store the wooden components of your TT products (as much as possible) in the same living environment

- Keep humidity levels at a good level year-round (40%-55%). It is recommended to purchase a humidifier for the room if needed.

- **DON'T**

- Place furniture directly next to heating or air conditioning vents

- Use household cleaning products, solvents or cleaners intended for materials other than hardwood furniture, as they are liable to damage the finish

- **Have An Issue with Your Product?**

At any point during your one-year warranty period, you can submit a claim online to our support team.

Please give us 3-5 business days to process your inquiry and/or claim, and we will get back to you as soon as we can.

[SUBMIT A CLAIM](#)

WARRANTY CLAIM FORM

Contact Information

Please input the information used in the original purchase.

Full Name *

First Name Last Name:

Email Address *

example@example.com:

Your order number should begin with Tender contract purchase (if under tender agreement)

Purchased From *

Warranty Claim

Please specify the product(s) and issue(s) you are experiencing.

- Which product(s) are you experiencing issues with? *

Transformer TableTransformer Chair Transformer Coffee TableTransformer Bench Transformer Couch Transformer Patio Chair Transformer Patio Bench Transformer Bar Cart Transformer Patio Umbrella Transformer Patio Table

What nature of incident best describes your situation? *

Lost in Transit []

Missing Item(s) []

Shipping Damage []

Wrong Colour []

Item(s)Wear and Tear []

- Please provide a detailed description of the issue to help us better assess and resolve your claim. *
- Submit photos & videos to complete your claim. Please include a copy of your delivery receipt. Picture of the box (if damaged is received upon receipt) *

Browse Files

Email your files together with the claim form here.

The last thing we need from you is a few photos and videos, without which we will be unable to process your claim.

- Full picture of the entire item to measure the proportion of the damage (with all panels assembled, if applicable) *