

Repair and Maintenance Policy - Tora Brasil

- 1. Introduction** At Tora Brasil, we understand the importance of durable and quality furniture. We believe that well-made furniture is not just a functional piece but a long-term investment. Our mission is to extend the life of our furniture, promoting responsible repair and maintenance practices. Our vision is to establish a repair culture where replacement is the last option, and valuing and preserving what we already have is paramount. Understanding the physical and mechanical characteristics of solid wood, such as specific warping and bending, wood dimension shrinkage or expansion, primary cracks, and small fissures resulting from humidity changes, is vital. These fissures are a consequence of the type of fiber that makes up the wood, and the more it is exposed to the elements, the faster this process will be. Tora Brasil uses resistant, high-quality wood suitable for furniture. Because wood has these physical and mechanical characteristics, it's essential to understand that these changes are part of the material's nature, making it unique and exclusive. With this in mind, we invite our customers to understand these characteristics and accept a degree of tolerance as described in our General Purchase and Sale Contract.
- 2. Preventive Conservation and Necessary Care** We provide clear guidelines and maintenance programs to prevent unnecessary wear. Preventive maintenance is vital to preserve the beauty and functionality of our products:

By following specific care and conservation practices, some undesirable characteristics can be avoided, maintaining the furniture's appearance and beauty.





2.1. Indoor Areas: For pieces with low sunlight and rain exposure, we recommend applying BONA Deck Oil every two months to hydrate the wood and maintain its vigor.

For regular maintenance, do not use abrasive materials such as scouring powders, sponges, steel wool, etc.

2.1.1. Conservation Procedure • Required Materials:

- Cloth
 - White cotton cloth
 - Sayerlack Polistein Deck Oil
 - Rubber Gloves
 - White buffing disc or white synthetic fiber.
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- **Step 1:** Clean the furniture with a damp cloth and let it dry. (only when necessary to remove dirt)
 - **Step 2:** Shake the oil.
 - **Step 3:** Wear rubber gloves for hand protection.
 - **Step 4:** Apply a thin layer of oil with a white cotton cloth.
 - **Step 5:** Let the oil penetrate the wood surface for 5-10 minutes, following the manufacturer's instructions.
 - **Step 6:** Wipe off visible oil marks with a clean cloth.
 - **Step 7:** Polish the surface with a white buffing disc (when using a polisher) or with white synthetic fiber (by hand).
 - **Step 8:** Let it dry overnight (at least 12 hours).



Outdoor Areas:

2.2. Outdoor Areas: For pieces exposed to climatic conditions with direct contact with sunlight, rain, wind, and snow, monthly application of BONA Deck Oil is required.

- **Step 1:** Clean the furniture with a Scotch-Brite sponge, and if necessary with a multi-purpose brush, using neutral detergent, to remove dirt, soot, and pollution.
- **Step 2:** Clean the furniture with a damp cloth and let it dry. (only when necessary to remove dirt)
- **Step 3:** Shake the oil.
- **Step 4:** Wear rubber gloves for hand protection.
- **Step 5:** Apply a thin layer of oil with a white cotton cloth.
- **Step 6:** Let the oil penetrate the wood surface for 5-10 minutes, following the manufacturer's instructions.
- **Step 7:** Wipe off visible oil marks with a clean cloth.
- **Step 8:** Polish the surface with a white buffing disc (when using a polisher) or with white synthetic fiber (by hand).
- **Step 9:** Let it dry overnight (at least 12 hours).

2.3. Necessary Care:

- Do not use furniture polish and wax.
- Avoid using chlorine-based products, alcohol, or any disinfectant, remover, or solvent.
- Avoid prolonged contact with water.
- Do not leave wet objects (such as glasses, jugs) on the piece for an extended period. Dry immediately if the piece comes in contact with liquids. Substances like wine and sauces can stain the wood.
- Do not place hot surfaces (like pans) in direct contact with the wood.
- Avoid exposing the furniture to sunlight.
- In very dry environments, either due to the local climate or air-conditioned rooms, apply the oil more frequently. Using air humidifiers in these settings is advisable.
- Do not wrap the piece, especially in plastic.
- The piece should not be wrapped, especially with plastic, as it prevents the wood from breathing and can contribute to the appearance of stains, mold, or "raised grain"



3. Repair and Maintenance Philosophy Our approach goes beyond mere defect correction. We aim to encourage a mindset where furniture is valued and taken care of. We are committed to quality, always opting to repair before replacing. Additionally, we adopt sustainable practices, considering the environmental impact in all our repair and maintenance decisions.

4. Repair Procedures At Tora Brasil, repair is a carefully managed process:

- **Diagnosis:** We assess damage or problems accurately to understand the best repair approach.
- **Repair Options:** We offer a range of solutions, from quick fixes to complete restorations.
- **Specialized Service:** We have skilled professionals ready to assist with more complex maintenance tasks, upon service contracting.

4.1. Maintenance and Care for Surfaces with Oil Finish:

The oil used in our products deeply penetrates the wood, resulting in a durable, breathable, and well-protected surface. To maintain and repair this surface, follow the steps below:

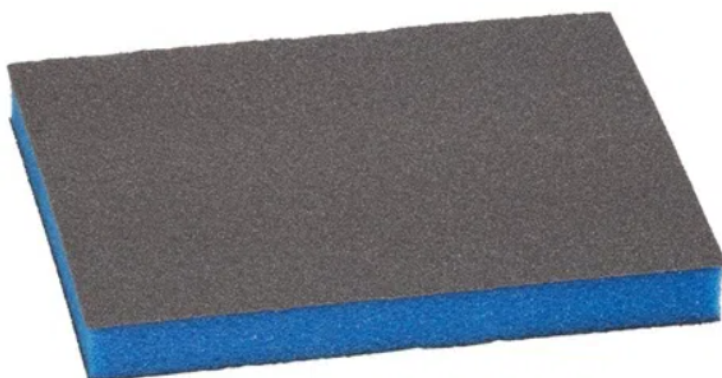
4.1.1. Detailed Procedure for Oil Application – Outdoor Furniture:

- Step 1: Wash the furniture with a Scotch Bright sponge, and if necessary with a multi-purpose brush, and with neutral detergent to remove dirt, soot, pollution.
- Step 2: Allow it to dry.
- Step 3: Sand the wood surface with scratches and stains using Wood Abrasive Sponge Grain 100 (Dexter or Bosch).
- Step 4: Sand the wood surface with scratches and stains using Wood Abrasive Sponge Grain 120 (Dexter or Bosch).
- Step 5: Sand the wood surface with scratches and stains using Wood Abrasive Sponge Grain 180 (Dexter or Bosch).
- Step 6: Shake the oil.
- Step 7: Wear rubber gloves to protect your hands.
- Step 8: Apply a thin layer of oil with a white cotton cloth.
- Step 9: Allow the oil to penetrate the wood surface for 5-10 minutes, following the manufacturer's instructions.
- Step 10: Remove visible oil marks with a clean cloth.
- Step 11: Polish the surface with a white polishing pad.
- Step 12: Allow it to dry overnight (at least 12 hours).



4.1.2. Detailed Procedure for Oil Application – Indoor Furniture:

- Step 1: Clean the furniture with a damp cloth and let it dry. (only when necessary to remove dirt).
- Step 2: Sand the wood surface with scratches and stains using Wood Abrasive Sponge Grain 120 (Dexter or Bosch) (Only when necessary to remove scratches).



- Step 3: Sand the wood surface using Wood Abrasive Sponge Grain 180 (Dexter or Bosch).
- Step 4: Shake the oil.
- Step 5: Wear rubber gloves to protect your hands.
- Step 6: Apply a thin layer of oil with a white cotton cloth.
- Step 7: Allow the oil to penetrate the wood surface for 5-10 minutes, following the manufacturer's instructions.
- Step 8: Remove visible oil marks with a clean cloth.
- Step 9: Polish the surface with a white buffer disc (if using a buffer machine), or with a white synthetic fiber (manually).



- Step 10: Allow it to dry overnight (at least 12 hours).

5. Precaution:

- Disposal: Wood oil is self-flammable; therefore, never dispose of soaked cloths in regular trash.

6. Maintenance Kit:

- Tora Brasil provides a care and repair kit, containing selected tools for proper maintenance. This kit comes with all larger pieces of furniture or can be purchased at any time. This guide ensures you have all the necessary information to care for and maintain the natural beauty of your oiled wood furniture from Tora Brasil. Follow these steps to preserve the quality and appearance of your pieces for many years.

7. Network of Partners: We collaborate with a network of local partners:

- Local Repair Workshops: We have partnerships with local craftsmen to offer high-quality repairs.
- Authorized Dealers: Our dealers are trained to facilitate access to parts and repair services.

8. Warranty and Liability:

Our warranties are transparent and responsible:

- Coverage: We clearly detail what is and isn't covered.
- Limitations: We communicate any possible limitations or exclusions.

A. What Is Covered:

Tora Brasil's warranty covers manufacturing defects, according to the following categories, within a maximum period of 3 months after delivery:

1. Wood Structure: Coverage for cracks (above 3cm), warping (above 4 degrees), and other structural defects that don't result from misuse or improper maintenance, within 12 months after pickup.
2. Finishes: Coverage for peeling not caused by exposure to chemicals or misuse, within 3 months after pickup.
3. Components and other Materials: Coverage for failures in components, like casters, and scratches or damage to other elements like acrylics, metals, and glass, if reported at the time of receipt.

B. Limitations and Exclusions:

Tora Brasil's warranty does not cover the following:

1. Normal Wear and Tear: The warranty does not cover natural wear that occurs during regular use of the product, such as light scratches, usage marks, and natural finish wear.
2. Improper Use: Any damage caused by misuse, such as excessive load, impact, use of improper cleaning chemicals, incorrect maintenance, or contact with construction materials (cement, sand, solvents, paints, candle waxes, etc.)
3. Modifications: Any unauthorized alteration, modification, or repair to the product will void the warranty.



4. Exposure to Extreme Conditions: Damages caused by exposure to extreme conditions like direct sunlight, excessive heat, excessive humidity, very low humidity (< 45%), or freezing.
5. Accidental or Intentional Damages: The warranty doesn't cover damages, either accidental or intentional, caused by the owner or third parties.
6. Transfer of Ownership: The warranty is only valid for the original buyer and isn't transferable if resold.

C. Warranty Claims: To claim the warranty, customers must provide:

1. Proof of Purchase: The original invoice or receipt is required to validate the warranty.
2. Problem Description: Clear details and pictures, if possible, of the defect or issue.
3. Contact Customer Service: Contact our customer service within the warranty period specified in the warranty document included with the product.

9. Communication and Customer Support:

We value our customers:

- Customer Support: We maintain open and responsive communication channels.
- Customer Education: We offer workshops and educational materials on basic care and maintenance.

10. Sustainable Disposition:

We promote sustainable practices even when repair is no longer viable:

- Recycling and Reuse: We encourage responsible methods of disposal, recycling, or reuse.

11. Conclusion:

Tora Brasil's Repair and Maintenance Policy is a testament to our commitment to quality, longevity, and sustainability. We believe that with these practices, our furniture pieces are not just products, but timeless pieces to be cherished for generations.



