



GUIDELINES FOR EXPORTING MAHOGANY FURNITURE

Thank you for your interest in exporting our products overseas. We have been manufacturing furniture in Mahogany since 1974 and have exported to businesses and individuals in over 16 countries around the world making Mahogany Masterpieces a truly international brand.

We wish to inform you of a few things to consider when selecting furniture for export from Sri Lanka. We season the timber planks used in production through a kiln drying process that brings the moisture content below 15% which is the internationally accepted standard. On average the moisture content in the timber we use after seasoning is approximately 12%.

Mahogany is a tropical timber which is porous in nature. This means that the timber continues to 'breathe' even after the seasoning and manufacturing process. In very dry conditions, moisture is expelled from the timber making the planks shrink and vice versa. We use carpentry methods that allows for this slight movement of timber planks wherever possible. However, the extent of this movement is largely dependent on the environment the furniture is finally placed in.

Larger variations in temperature and moisture may result in the movement of the timber that may cause the planks to crack or warp. Unfortunately, no manufacturer can guarantee against this when using luxury tropical timbers like Mahogany. And although we carry a 10 year warranty on all mahogany products manufactured by us, this is a return to manufacturer warranty which means the product needs to be returned to us in order to undertake the necessary repairs. This is not always practical with exported products as the cost of shipping, duty and re-exporting often exceeds the value of the product. Although our product defect rate is only approximately 1% of what we manufacture, due to the high standards we follow, we feel it is important to inform our customers of the potential risks prior to undertaking any orders.

Below are some points to consider when exporting furniture manufactured with tropical timber:

- We use special 'barrier' coatings and oils on products being exported to further protect the timber from warping. Whilst this still does not guarantee against warping or cracking it does reduce the risk. There is an additional cost of approximately 10% for this process which is highly recommended by us,
- Try to avoid large plank items. Large plank items such as wooden dining table tops, wardrobes, beds with large wooden headboards etc are more susceptible to warping and cracking whilst couches, dining chairs, console tables etc have a very low risk of warping,
- Avoid placing the furniture near heat or cold sources such as direct sunlight, radiators, heaters, fire places, air conditioning units etc as these dry out the timber,
- Use a humidifier in the rooms where the furniture is to be placed. Humidifier units are relatively low in cost and helps safeguard your furniture during dry seasons and is good for your skin as well,
- Use reputed shipping and haulage agents. The shipping of furniture to the required port and the transportation from port to door has to be handled carefully by professionals so as to avoid damages in transit.

We work with reputed shipping agents who have been providing services to us for many years and are able to handle all necessary procedures for you to safely receive your furniture to your door. Processes such as packing, fumigation, shipping, documentation, customs handling, transportation and insurance can be arranged through our recommended agents or you can opt to use your own shipping agents as well.

The masterpieces manufactured by us are sought after globally due to the quality of the craftsmanship, design and luxury timbers used. It is our wish for you to enjoy the furniture purchased from us for many years if not generations to come as customer satisfaction is our ultimate priority. We hope the above guidelines will assist you with your decision. Please feel free to contact our customer care team or refer the care instructions on our website if you need any further information or guidance.

Assuring you of our best services always and looking forward to receiving your valued order,

Mahogany
masterpieces
The good things in life

+94112689315 / +94112689337

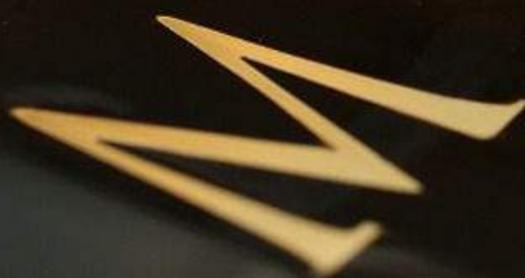
+94777552472

87 Dickmans Road, Colombo 05, Sri Lanka

www.mahoganymasterpieces.com

info@mahoganymasterpieces.com

Furniture
Spa



MAGNIFICENCE

Every Mahogany Masterpiece
is marked by Magnificence