

## Important to know – special products

### General

Our products are hand-made, one tray or coaster at a time. It is a craft, and in addition to this we use wood which is an organic, living material. These factors determine the way in which we work and it effects our production in the following ways:

- an exact likeness can not always be achieved.
- a certain adjustment ( $\pm 5\text{mm}$ ) of the pattern or motif is normal.
- to compensate for any seconds we always make a few additional pieces which means that the delivered number can differ from the ordered number. The factory standard is  $\pm 10$  per cent. With lower quantities the percentage can vary more.

### Special trays, cocktail trays and bowls

- Our trays are made of birch veneer.
- Our trays have a melamine based surface which is heat and alcohol resistant.
- Both paper and fabric can be applied to the products.

### Coasters and ice scrapers

- Coasters and ice scrapers are made from birch veneer.
- We can press fabrics and paper into the product and the reverse is usually white with text.
- The coasters and sandwich mats have a melamine-based surface which is resistant to heat and alcohol.
- There are many shapes to choose from. Always be careful to indicate which model you require.

### Trivets and cutting boards

- We make our trivets and cutting boards from MDF.
- Trivets and cutting boards made from MDF- materials are not machine washable. Not must they be soaked
- The trivets and cutting boards have a melamine-based surface resistant to heat and alcohol.
- There are many shapes to choose from. Always be careful to indicate which model you require and also if a hole should be added.

### Table stand

- Our table stand is made from steel and is available in black and white.
- There are table stands for one or two trays in various sizes.
- The table stands are also manufactured on Öland in Sweden.

### Orders and delivery

- Your order must always state the following: company name, contact person, invoice and delivery address, telephone number, quantity ordered and the size, name and price of the product
- Delivery is usually made about three weeks after approval of original, proof and possible samples.
- Unless otherwise agreed the product will be delivered using Formpress' chosen carrier.
- Any damages that may occur while the product is transported must be reported by the client directly to the carrier company that made the delivery.