

# BESPOKE ®

BESPOKE BATHWARE  
TERMS & CONDITIONS

## TERMS & CONDITIONS - CUSTOM FINISHES

### Custom Finishes: RAW Collection

RAW Collection Finishes entail treating raw metals like brass and copper. These finishes age and patina naturally over time based on usage. High-traffic items like towel rails and floor wastes will typically age faster than low-traffic items such as shower door hinges and mirror frames. Unlike plated coatings, RAW finishes are resistant to chipping or fading and can be revitalized multiple times using the cleaning instructions below.

*Brushed, Rumbled & Polished (Unaged Finishes):*

Maintain unaged finishes by regularly cleaning with a mild furniture polish followed by a multi-purpose oil. To restore the original gold color, use Brasso for polishing.

*Aged Finishes:*

Immediately after ageing, the patina is delicate and requires careful handling. Scratches may reveal the raw brass beneath. Maintain aged finishes through regular cleaning with a mild furniture polish followed by a multi-purpose oil.

### Custom Finishes: Electroplated Finishes

Electroplated finishes offer soft decorative options for various metal and metal-plated products. The finishing process typically takes 6-8 weeks from receipt of goods. **We provide a 12-month warranty** on the finish, subject to adherence to the care and maintenance instructions below.

*Colour Matching:*

For colour matching, we need a sample that remains with the job until completion. Please note, while we strive for accuracy, we cannot guarantee an exact match, typically achieving approximately an 80% match.

*Handling:*

Handle electroplated finishes with care, preferably installing them after other trades (paint, plasterboard & tiling). Wipe gently with a soft cloth and avoid using masking tape or solvents. Do not cut, drill, etch, or weld electroplated finishes, as this can affect the finish, particularly in wet areas. Avoid leaving electroplated finishes in plastic packaging as it may cause accelerated and inconsistent tarnishing due to sweating. While storing electroplated finishes is generally unnecessary, if required, ensure they are kept free from moisture, dust, wear, or weight.

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If installed on-site before other trades, use heavy blankets, foam packaging, or boarding for protection against damage.

### **Custom Finishes: Electroplated Finishes**

#### **Care & Maintenance:**

Our Electroplated finishes are treated with wax or oil, making them 'unsealed' and subject to aging and patina over time depending on the finish. As the oil absorbs, the patina becomes more stable and robust. To maintain this finish:

- Apply a multi-purpose oil to a soft cloth and wipe over the surface.
- Avoid harsh abrasives, acids, alcohol, and vinegars.
- For optimal results, clean regularly with warm soapy water, ensuring thorough drying before applying the multi-purpose oil.

### **Custom Finishes: PVD Colour Matching**

We do not provide PVD finishes. However, we can offer the closest comparison in an Electroplated finish. Please note, electroplated finishes are unsealed and do not offer the same longevity as PVD finishes. There may be color variations between PVD plating and Electroplating, including differences in undertones and variances.