



DISCLAIMER

We want all customers to have a transparent understanding of what to expect when purchasing pendants made of natural materials. While we ensure quality craftsmanship and source the finest materials, the inherent nature of these materials may exhibit certain variations and characteristics that enhance their natural beauty. Therefore, it may be useful to include a general disclaimer covering all Uniqwa pendants, such as this one:

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1. **Natural Variations:** As each pendant is handcrafted using natural materials, variations in colour, texture, and pattern are expected. These variations add to the authenticity and beauty of the pendant, making each piece truly unique. Please embrace these natural variations as they contribute to the charm and character of the product.
2. **Durability:** While our pendants are crafted with care and undergo quality checks, it is important to note that natural materials may have inherent characteristics that can affect their durability. Factors such as exposure to extreme temperatures, moisture, and direct sunlight can impact the longevity of the pendant. Regular dusting and gentle cleaning using recommended methods will help maintain its beauty and prolong its lifespan.
3. **Colour Fastness:** Colours of natural materials can be affected by environmental factors, including exposure to sunlight and humidity. Over time, some fading or changes in colour may occur. This natural aging process adds to the pendant's character and uniqueness. To minimise colour changes, keeping the pendant away from direct sunlight and excessive moisture is advisable.
4. **Sustainable Sourcing:** We are committed to responsible and sustainable sourcing of natural materials. However, due to the nature of these materials, there may be occasional variations in availability. We strive to maintain consistency, but slight material composition or appearance variations may occur from batch to batch.
5. **Maintenance and Care:** To ensure the longevity and optimal condition of your pendant, it is important to follow the care instructions provided with the product.

To maintain and care for a pendant made of natural materials, such as rattan, along grass, banana leaf, or similar materials, we advise to follow these guidelines:

1. **Dusting:** Regularly dust the pendant using a soft, dry cloth or a feather duster to remove any accumulated dust or debris. This will help keep the pendant clean and preserve its natural appearance.
2. **Avoid Moisture:** Natural materials can be sensitive to moisture, so keeping the pendant away from excessive humidity or damp areas is crucial. Avoid placing it in bathrooms, kitchens, or areas prone to moisture accumulation.
3. **Avoid Direct Sunlight:** Prolonged exposure to direct sunlight can cause fading or discolouration of natural materials. To preserve the pendant's colour and appearance, avoid placing it in areas where it will be exposed to direct sunlight for extended periods.
4. **Gentle Cleaning:** If necessary, clean the pendant using a mild, non-abrasive cleaner specifically designed for natural materials. Test the cleaner on a small, inconspicuous area of the pendant first to ensure it does not cause any discolouration or damage. Use a soft cloth or sponge to gently clean the pendant, and then wipe it dry with a clean, dry cloth.
5. **Avoid Harsh Chemicals:** Do not use harsh chemicals, bleach, or abrasive cleaners on the pendant, as they can damage the natural material and affect its appearance.
6. **Storage:** When not in use, store the pendant in a dry and protected area. Consider using a soft cloth or pouch to cover and protect it from dust and potential damage.
7. **Regular Inspections:** Periodically inspect the pendant for any signs of wear, loose parts, or damage. Address any issues promptly to prevent further damage or deterioration.

By following these maintenance and care tips, you can help preserve the beauty and longevity of your Uniqwa pendant.

Mould & Mildew Disclaimer

Weather events such as high humidity and dampness, especially after periods of high rainfall, commonly cause mildew and mould to grow on the surface of natural materials.

Rattan and all other natural materials require regular dusting or wiping, especially when in contact with humidity.

Using a mould remover suitable for natural materials as soon as possible after the mould develops is advised to clean and maintain your product.

Spraying softly with anti-mildew after cleaning is acceptable. Expect some mould with natural fibres, as we avoid hard chemicals in all our products to maintain their naturality.