



**STELLAR WORKS**

# **INSTRUCTIONS FOR USE**

WARRANTY & CARE

CAREFULLY READ THE INSTRUCTIONS FOR USE BEFORE INSTALLATION AND USE OF THE FURNITURE

**2021**



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## ABOUT US

Stellar Works stands for a renaissance of refined culture and Asian aesthetics. Inspired by the long standing craft and industry of traditional cultures, it represents a commitment to bridging the gap between old and new, east and west - in attitude, form and application.

Stellar Works seeks to reintroduce past collections of classics, alongside culturally - inspired contemporary signatures. It infuses freshness into heritage and grounds innovation with enduring craftsmanship.



## UNPACKING AND INSPECTION

- The packing box should be unpacked by a professional or two or more adults if it is protected with a wooden box or a slatted crate. Close attention should be paid to the safety of the handler and the goods in the box.
- Prior to unpacking, please check if the packing box is visually damaged and if the information (e.g. product name and code) on the packing box is consistent with the product you have purchased.
- Fragile parts, such as marbles, should be gently handled to avoid damage.
- Carefully verify if the name, code, quantity, and color of the product match the one you have purchased, after the whole product is taken out. Check if the product is visually damaged or if the product has other quality issues. In case of any problems, please take a photo to preserve the evidence and promptly contact your dealer.

## INSTALLATION AND ADJUSTMENT

- The product should be assembled in a spacious area and on a flat floor. It is suggested to use soft materials to protect the floor and parts, if necessary, to prevent damage due to collision.
- You are expected to carefully read the installation instructions before installation, and strictly follow the instructions to assemble the product.
- Please check the following after installation:
  1. Whether all components of the product match each other and are fastened, and whether any screws are loose.
  2. Whether the product is firm and stable when it is placed on a flat surface.
  3. Whether moving parts, such as doors, drawers, and wheels, can move smoothly.

## SAFETY INSTRUCTIONS

- Regarding cabinets and shelves, it is better to evenly place objects. Avoid placing heavy objects on the top of a cabinet.
- Do not climb on any furniture to reach a higher place, as the furniture may be damaged or it may tip over and lead to injury.
- The user should regularly inspect all screws and moving parts of the product, and promptly fasten or lock them if they are loose.
- You should remove objects from the furniture and lock its doors and drawers before moving it as the furniture may tilt or parts may drop out and lead to injury.



## ROUTINE MAINTENANCE

### GENERAL RULES

**A clean and wet towel should be used to wipe the surface of any product that is exposed to ordinary or corrosive liquid within 10 minutes. A piece of dry cloth should then be applied to absorb the residual moisture. Please try not to apply a detergent with a high concentration of alcohol or a bleaching effect to clean household products. If you have no alternative, you must wipe the detergent off immediately after cleaning to remove corrosive liquid residue.**

## WOOD

Each batch of wood products varies by texture and color, due to the natural properties of wood. Wood knots are inevitably formed during the growth of the tree. Wood knots may be found in any part of the furniture. As long as they do not adversely impact structural strength, wood knots should not be regarded as a quality issue.

### Solid Wood

The main solid wood used by Stellar Works is walnut and oak. Birch is also used to make the internal frame of sofas. Stellar Works strictly controls the moisture content of solid wood during production to prevent cracks and deformation. Nevertheless, it is still possible for solid wood to deform in an excessively humid or dry environment. To avoid that, it is suggested to use solid wood furniture in an indoor environment with ambient temperature and humidity. Stellar Works uses oil or water-based paints to protect the wood surface.

### Veneer

Stellar Works applies a veneer of solid wood to artificial panels. In the event of any scratches or bumps, do not polish with abrasive paper, as it may lead to secondary damage.

### Soap-Finish Surface

Soap finish can make the wood surface smoother and more natural, and protect the wood surface to some extent. Compared with the painted wood surfaces, soap-finished wood should be protected more carefully. Collision, abrasions, and dirt should be avoided as far as possible.

It is recommended that special soap flakes or liquid soap for furniture should be used to maintain the soap-finished wood surface annually. Danish soap flakes are preferred. The instructions for soap flakes or liquid soap should be strictly followed. Products intended for soap-finished wood surfaces rather than ordinary hand sanitizer or soaps should be selected.

### Routine Cleaning and Maintenance

The wood surface is waterproof and stain-proof. That said, in case of any liquid or dirt on the wood surface, a clean and wet towel should be used to wipe the surface. A piece of dry cloth should then be applied to absorb the residual moisture. Dry and soft duster cloths can be used to dust the furniture. Or special detergents for furniture can be used. Do not use any solvents with alcohol or gas to clean the furniture. Do not use hard cleaning tools, such as steel wool, hard brushes, and gauze brushes, as they may leave scratches on the furniture.



### **Direct Sunlight and Heat Sources**

- Wood may crack or deform if it is too close to a heat source, such as a radiator or fireplace. A distance of at least 30 cm should be maintained.
- Do not place the furniture under direct sunlight, such as near the window or balcony, because long-term exposure to sunlight can lead to color fading of the paint on wood.
- Hot objects, such as hot tableware, should not be directly placed on the wood furniture. A heat insulation pad is recommended.

## **LEATHER**

Stellar Works primarily uses aniline, semi-aniline, and pigmented leather. Each type of leather varies by characteristics, look and feel. Each cowhide is different. Even different parts of the same cowhide can have different colors. Marks and colour variation are characteristics of natural leathers. They should not be regarded as flaws or product defects. Damage to the leather due to improper use should be avoided. Existing abrasions and ruptures should be repaired, according to the advice of a professional, to avoid further damage.

### **Routine Cleaning and Maintenance**

Regarding routine cleaning, a soft and dry towel can be used to wipe the leather. Food residue and debris can be removed with a vacuum with a soft brush. Clean, absorbent, and soft cloths or sponges should be used to wipe the leather if liquid spills over it. A piece of dry cloth should then be applied to clean it. Let the leather dry naturally. If non-aqueous liquids spill over the leather, a damp soft cloth with soapy water should be used to wipe the leather. A piece of dry cloth should then be applied to clean it. Do not use any chemical solvents, detergents, or bleaching powder to clean leather. Special leather care products are recommended for cleaning and maintenance.

### **Direct Sunlight and Heat Source**

- Leather may crack if it is too close to a heat source, such as a radiator or fireplace. A distance of at least 30cm should be maintained.
- Do not place the furniture under direct sunlight, such as near the window or balcony, because long-term exposure to sunlight can cause color fading in leather.

## **FABRIC**

Stellar Works mainly uses wool, wool blend fabrics, cotton and linen, and synthetic fabrics. Wool and synthetic fabrics require simple and basic maintenance. All fabrics can be easily scratched with sharp objects, such as belt fasteners, keys, and animal paws. Thread residue, if any, should be cut carefully rather than torn or pulled. For severe damage, please ask a professional for help.

### **Routine Cleaning and Maintenance**

Food residue and debris can be removed with a vacuum with a soft brush. Clean, absorbent, and soft cloths or sponges should be used to wipe the fabric if liquid spills over it. A piece of dry cloth should then be applied to clean it. Let the fabric dry naturally. Any dirt on the fabric can be wiped with a wet duster cloth. Afterwards, let the fabric dry. Do not use a detergent or bleaching powder to clean the fabric.

### **Direct Sunlight and Heat Source**

- Do not place your furniture too close to a heat source, such as a radiator or fireplace. A distance of at least 30 cm should be maintained.
- Do not place the furniture under direct sunlight, such as near the window or balcony, because long-term exposure to sunlight can result in color fading of the fabric.



## **Velvet**

Pressure marks may appear during use, forcing the nap in different directions, which is noticeable by a change of colour. This effect is due to a combination of rising air humidity, body moisture and weight. At Stellar Works, all our velour textiles are handled with special care and are transported in boxes to avoid creases and pressure marks.

It is typically possible to remove creases and pressure marks by placing a damp cloth on the textile or spraying with distilled water until the textile's surface is moist but not wet. The same result can be achieved by carefully steaming the textile with an iron at a distance of 1 - 2 cm from the surface. Avoid to exert pressure on the textile. Brush the textile with a soft brush in the direction of the pile for the nap to rise to its original state. Let the textile dry over night. In order to avoid shading, we recommend to treat the complete surface accordingly. If the textile cannot dry naturally over night, it is possible to use a hair dryer from different directions to rise the nap to its original state.

## **METAL**

### **Routine Cleaning and Maintenance**

A piece of clean and soft duster cloth should be used to remove the dust regularly. Scratched iron parts may rust, once they come into contact with water. Special metal cleaners can be applied to clean stubborn dirt. A clean duster cloth can then be used to wipe it. Brushed metal or metal with other texture effects should be wiped in the direction of its texture. Rough cleaning tools can scratch the metal surface, so they should be avoided.

## **MARBLE**

Marble is a natural material. Every piece of marble has unique textures and colors. Due to the porous and delicate nature of marble, scratches and staining should be avoided during cleaning. It is better to place a heat insulation pad under hot objects, although marble is somewhat heat-resistant. Marble is delicate. Hence, impact and collision should be avoided; otherwise, a marble countertop may crack. Marble furniture is heavy and should be carried by a sufficient number of people, because it may break if it falls over.

### **Routine Cleaning and Maintenance**

In terms of routine cleaning, a clean towel can be used to wipe marble to remove dust and food residue. If liquid spills over marble, a cloth or sponge soaked in neutral soapy water should be used to wipe it. A piece of dry cloth should then be applied to clean it. Acid cleaners can erode marble surface and should be avoided. If soapy water does not work, diluted alcohol or bleaching agents can be used to clean deep and stubborn dirt. It is suggested that a marble sealant should be regularly applied to seal the marble surfaces.

## **GLASS AND MIRRORS**

It is easy to clean glass and mirrors. Fibers without finely split strands and glass cleaners can be used. Or a soft duster cloth soaked in soapy water is also acceptable. A dry towel can then be used to wipe off the residual moisture to prevent streaks.



## FAULT ANALYSIS AND TROUBLESHOOTING

Fault	Cause Analysis	Elimination Method
Swelling, deformation, and mold.	The product is placed in a humid environment. Part of the product is immersed in water.	Regular indoor air ventilation is suggested. Indoor humidity should be adjusted regularly.
Cracks in the product.	The indoor environment is too dry.	A humidifier can be used. Or you can use a wet mop to moisten the floor.
Loose connection of parts.	Joints or screws become loose, as the product is shaken during use.	Joints or screws should be fastened.
Product is unstable.	The floor is slanted.	You should place an item under the product to keep it level against the floor.
The door to the cabinet is hard to open or close.	The door frame is deformed because of unevenly distributed loads.	Do not place heavy objects on the top of the cabinet. Instead, objects should be evenly distributed in the cabinet.





## HANDLING AND STORAGE

- The product should be moved gently. Do not handle it roughly; otherwise, joints or the whole structure may become loose or break.
- The product should be disassembled in line with the procedures in the assembly instructions in the reverse order. A protective layer should be placed between two layers of different parts to avoid scratches.
- External packing and internal filling should be added during transportation. Fragile products, such as glass and marble, must be placed on the top to avoid deformation.
- Shades should be used to cover the furniture to shut out light, if it is not used for a long time. The furniture should be stored in a well-ventilated and dry room.

## QUALITY ASSURANCE

It shall be the distributor of the Product or the seller who sells the Product to you who provides the Quality Assurance Services of the Products to you. Please check and confirm the Quality Assurance Services, the period of the Quality Assurance, and other policy related to the Quality Assurance of the Product with the distributor of the Product or the seller who sells the Product to you.

In case of any inconsistency between this Quality Assurance and the law, it shall be executed according to the law.

### **The following product scenarios are not covered by Stellar Works' quality warranty:**

- Damage to products due to failure to follow the instructions in this manual or due to improper operation during installation, use and maintenance.
- Products not repaired or refitted by Stellar Works or by a third party authorized by Stellar Works.
- Damage to products during handling and transport.
- Damage to products due to overuse or misuse of products, cuts/scratches, collision/accidents, as well as force majeure (such as earthquakes, fires and floods).
- Color fading, cracks, and peeling of products due to direct sunlight, continuous exposure to intense light, and any overheating due to heating equipment.
- Damage to products due to any chemical and non-chemical substances and other external factors, such as acetic acid, chemical solvents, dye, ink, sweat and other liquids and chemicals.
- The quality warranty is not applicable to defective products sold at reduced prices.

This limited quality warranty prevails over any other written or verbal quality warranty.



### **Procedures for repair, return, and replacement:**

Please apply for the repair, return, or replacement of Stellar Works' products with your dealer. For repair, return, or replacement, you need to provide the following materials:

1. The warranty card should be completed. (You can obtain the card from your dealer.) The product issue should be clearly described.
2. The warranty card (a photo of the defective product is preferred) and your voucher should be submitted to your dealer.
3. A test report issued by a third party, if necessary, should be submitted to your dealer.

In the event of incomplete materials, Stellar Works and its dealer have the right not to provide warranty services.

Your dealer will determine whether a professional should be assigned for on-site inspection, after receiving your warranty card. The professional should test the problematic product or take a photo of it, as appropriate.

The dealer must provide the required materials (e.g. the warranty card, the photo, and the third-party test report) to the after-sales departments of Stellar Works. Stellar Works will review the problematic product based on such materials to see if the issue is within the scope of warranty. Additionally, it will promptly respond to the issue and propose a solution.

If you are unable to apply for the warranty with your dealer because they are no longer operating, you can mail the above materials to the following address, or submit them to the local office of Stellar Works. Stellar Works may ask you to provide a professional inspection report, if necessary.

1368 Lixue Road, Malu Town, Jiading District, Shanghai 201801

Recipient: Stellar Works After-sales Center

Tel. +86 21 595 132 36

Stellar Works will determine whether the issue is within the scope of warranty, upon test or review, within 30 days after receiving the material.



STELLAR WORKS

# 产品使用说明书

保修及护理



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## 品牌介绍

Stellar Works是引领精致文化和亚洲美学复兴的设计家具品牌。我们从经久不衰的手制作工艺和传统文化产业中汲取灵感，在设计态度、作品形式及应用性上完美糅合了传统与现代制作工艺，以及东方与西方的艺术元素。

Stellar Works的设计优雅而不失新颖，秉持匠人精神的同时从不停止在工艺上创新，我们致力让不朽的经典设计重新绽放光芒，从而打造出具有文化意蕴的当代成像。



## 开箱及检查

- 如包装箱外有木箱或板条箱保护，请由专业人员或两名及以上成年人进行拆箱。同时在拆箱过程中务必注意拆箱人员安全及箱内物品完好。
- 开箱前，请检查包装箱外观有无破损，包装箱上的信息（如产品名称、产品编号）是否与您选购的产品一致。
- 大理石等易碎部件，请轻拿轻放，避免损坏。
- 产品全部取出后，请仔细核对产品名称、编号、数量、颜色是否与您选购的产品相符。检查产品外观有无损伤或其他质量问题。如出现任何问题，请拍照保留证据，并及时联系您的经销商。

## 安装与调整

- 请选择较宽敞的空间和平整的地面进行组装操作，必要时请使用软质材料保护地板和部件，以免相互碰撞造成损伤。
- 安装前请仔细阅读产品安装说明书，严格按照说明书的步骤进行组装。
- 安装后，请检查：
  1. 产品各组件间配合是否正确和紧固，螺丝是否有松动现象；
  2. 将产品放置在平整地面，检查其是否牢固平稳；
  3. 活动部件如门、抽屉、滚轮等是否能够顺畅活动。

## 使用安全须知

- 柜类/架类家具，尽量均匀放置物品，柜子顶部不宜放置重物。
- 禁止将任何家具作为攀高阶梯物，以免损坏家具，或者家具翻倒，造成人身伤害。
- 产品使用过程中，请定期检查各螺丝及活动部件，发现松动请及时拧紧或锁紧。
- 移动家具时，应搬出柜内物品，并将门、抽屉封死，以免家具倾斜、部件滑落伤人。



## 日常维护与保养

### 通用守则

任何产品表面在沾染了普通液体或者带有腐蚀性的液体之后，都需要在10分钟之内用干净的湿毛巾擦掉，然后再用干布吸干残留水分。请尽量不要使用含有高浓度酒精或带有漂白作用的清洁剂来清洁家居产品，如情况确实需要，也必须在清洁后尽快擦拭干净，去除腐蚀性的液体残留。

### 木制品

木材属于自然材质，因此，每批生产的产品将会有一定程度的纹理、色泽差异。在树木生长的过程中，木材中不可避免的在木结。在不影响结构强度的前提下，木结可能存在于家具的各部位。自然形成的特性差异属正常现象，不应被视为质量问题。

#### 实木

胡桃木和橡木是Stellar Works最主要的实木原料，同时在制作沙发内部框架时也会用到一些桦木。Stellar Works在生产中严格控制实木材质的含水率，以避免实木在使用的过程中发生开裂、变形等问题。在过度潮湿或干燥的环境中使用实木仍有发生变形的可能性。为避免这种情况，请在常温常湿的室内环境里使用家具。Stellar Works 采用油性或水性油漆做涂饰材料，以保护木质表面。

#### 木皮

Stellar Works采用精选的实木木皮做人造板饰面材料。在日常使用中如出现划痕、碰伤等现象，请勿使用砂纸进行打磨，以避免二次损伤。

#### 皂装处理表面

木材表面进行皂装处理，能够使木材表面更加光滑自然，一定程度上，也能起到保护木材表面的作用。皂装处理的木材表面比油漆处理的木材表面更需要小心呵护，使用过程中，应尽量避免碰撞、磨损和沾染污渍。

建议每年使用家具专用的皂片或皂液对皂装处理的木制品表面进行一次维护保养。建议选择丹麦皂片，并严格遵循您购买皂液或皂片的指导步骤进行护理。请选择养护皂装表面的专用产品，切勿使用一般的洗手液和香皂。

#### 日常清洁与保养

木材的表面在一定程度上起到防水防污的作用，但是如果木质表面溅上任何液体或污渍，请立即用干净的潮湿毛巾擦掉，然后用一块干布吸干残留水分。日常使用中，可使用干燥柔软的抹布掸去灰尘，或者使用家具专用的清洁剂进行护理。请勿使用任何含有酒精、汽油成分的溶剂清洁家具。为避免划伤家具，请勿使用硬质清洁用品如：钢丝球、硬质刷子、丝网刷等。

#### 阳光直射和热源

- 与暖气片、火炉等热源过近可能导致木材开裂变形，建议至少保持30cm 的距离。
- 请尽量避免将家具放置在阳光直射的位置，如窗边或阳台附近，因为长期暴晒会导致木材、油漆变色褪色。
- 避免将过热的餐具等物体直接摆放在木制家具表面，建议使用隔热垫。



## 皮革制品

Stellar Works的家具主要使用全苯胺皮革、半苯胺皮革和涂饰皮革。每种皮革都有自己的特性，质感和外观都有区别。每张牛皮也都不尽相同。在同一张皮革的不同部位，也会有颜色的差异。虫眼、伤疤和色差等是牛皮的自然特性，并不属于产品的瑕疵或缺陷。请尽量避免不当使用对皮革造成的损伤。至于已经形成的磨损和撕裂，请寻求专业人员的建议进行修复并避免形成更大的损伤。

### 日常清洁与保养

日常清洁，可以使用松软的干毛巾擦拭皮革表面。食物残渣和碎屑可使用带有松软刷头的吸尘器清除。如有液体洒在皮革上，立即使用干净的吸水性强的软布或海绵吸去多余的液体，然后再用干毛巾擦拭干净，并让其自然晾干。如果其他非水性液体洒在皮革上，应该先用浸了肥皂水的潮湿软布清洁被污染的区域，再用干毛巾擦拭干净。请勿使用任何化学溶剂、洗涤剂 and 漂白粉来清理皮革。请选择皮革专用的护理产品进行清洁和保养。

### 阳光直射和热源

- 与暖气片、火炉等热源过近会导致皮革开裂，建议至少保持30cm的距离。
- 请尽量避免将家具放置在阳光直射的位置，如窗边或阳台附近，因为长期暴晒会导致皮革变色褪色。

## 面料织物

Stellar Works 主要使用羊毛、羊毛混纺、棉麻及合成纤维等材质的面料。不论是羊毛还是合成纤维的面料，日常只需要进行较为简易的基础养护。所有的面料都易于受到尖锐物品的划伤，如皮带扣，钥匙，动物爪子等。如果出现线头，请小心剪去，不要撕扯。如果损坏比较严重，请寻求专业人员协助处理。

### 日常清洁与保养

食物残渣和碎屑可使用带有松软刷头的吸尘器清除。如有液体洒在面料上，可立即使用干净的吸水性强的软布或海绵吸去多余的液体，然后再用干毛巾擦拭干净，并让其自然晾干。面料表面的污垢可通过湿抹布擦干净，然后晾干。请勿使用清洁剂和漂白粉清洗您的面料。

### 阳光直射和热源

- 避免家具与暖气片、火炉等热源距离过近，建议至少保持30cm的距离。
- 请尽量避免将家具放置在阳光直射的位置，如窗边或阳台附近，因为长期暴晒会导致面料变色褪色。

### 天鹅绒

天鹅绒和绳绒织物在使用过程中朝不同方向挤压绒毛会导致压痕的出现，从而使绒面的颜色发生显著的变化。Stellar Works对所有天鹅绒布料都会进行格外小心的处理，确保在出货前进行除皱处理，并进行正确的包装，以防可能产生的褶皱和压痕。

去除褶皱和压痕并不难：将一块潮布放置在出现褶皱和压痕的布面上或者用喷壶将干净的水喷在褶皱和压痕处（将布面喷潮即可）。也可用熨斗在离布面1-2公分的距离小心进行蒸汽处理，但注意不能将熨斗与布面进行任何形式的接触。

用软刷顺着绒头的走向将绒毛刷至原始状态。将布料以自然状态放置一晚。如果布料不能过夜自然干燥，可尝试使用电吹风从不同角度对绒毛进行吹风处理直至绒毛恢复至原始状态。





## 金属制品

### 日常清洁与保养

定期使用干净柔软的抹布清除表面灰尘。如果铁质部件表面涂层被碰伤，一旦遇水，就有生锈的可能。顽固污渍可使用金属专用清洁剂进行打理，再使用干净的抹布擦干。对于表面有拉丝或其他纹理效果的金属，请顺纹理擦拭。请勿使用表面粗糙的清洁用品，以防金属表面在清洁的过程中被划伤。

## 大理石

大理石属于天然材质，每块石头的纹理色泽都是独一无二的。大理石是多孔材质，质地较软，使用、清理时应特别注意，防止表面划伤和渗色。虽然大理石有一定的耐热性，但是放置过热物品时，最好使用隔热垫。大理石质地较脆，请避免重物冲击，以免造成大理石台面破裂。大理石家具较重，在搬运时，请确保足够的人手，避免摔落导致大理石破碎。

### 日常清洁与保养

日常清洁，可使用干净的毛巾擦拭，掸去灰尘和食物残渣。如有液体洒在大理石上，立即使用沾有中性肥皂水的布或海绵清理，然后用干毛巾擦干。请勿使用酸性清洁剂，避免侵蚀石材表面。深层顽固污垢可采用稀释的酒精或漂白剂代替肥皂水来擦洗。建议定期使用大理石专用密封剂对石材表面进行密封处理。

## 玻璃、镜子

玻璃和镜子的清洁较为简单。可以使用无毛布和玻璃清洁剂打理，也可以使用沾了肥皂水的柔软抹布进行清洁。清理完毕后，请使用干毛巾擦干水分，以免出现水印。



## 故障分析与排除

故障现象	原因分析	排除方法
产品膨胀变形、发霉	产品摆放的空间潮湿， 或部分被水浸泡	定期为室内通风， 调节室内湿度
产品出现裂缝	室内过于干燥	可在室内使用加湿器， 或常用湿抹布拖地
部件连接处松动	使用过程中产生晃动， 导致连接件或螺丝松动	紧固连接件或螺丝
产品晃动	地面不平整	使用其他物品垫平
柜门开合不顺畅	受力不均导致门框变形	不要在柜顶摆放较重物品， 将柜内物品均匀摆放



## 搬运与贮存

- 移动产品时，小心轻放，切忌硬拖猛推，以免造成连接部件及结构的松动和断裂。
- 拆卸产品时，应根据安装说明书的步骤逆序进行，不同部件堆叠放置时，应放置隔离层，以免刮擦损毁部件表面。
- 运输时，应加外包装及内部填充材料。玻璃、大理石等易碎产品必须放在上面，避免压坏变形。
- 长期不使用进行储存时，使用遮光物覆盖家具，并放置在通风干燥的室内。

## 质量保证

本产品的质保服务由本产品的经销商或向您出售本产品的销售方负责提供。对于本产品的质保服务、质保期限等质保政策，请向本产品的经销商或向您出售本产品的销售方确认。

本质量保证如和法律规定不一致的，按法律规定执行。

以下情况不属于Stellar Works质量保证范围：

- 未遵循本用户手册中的说明，因为不当的安装、使用、保养等操作，而造成的产品损坏。
- 非Stellar Works或Stellar Works授权的第三方进行维修、改装过的产品。
- 产品在搬运、运输过程中造成的损坏。
- 因滥用、使用不当、割伤和划伤、撞击和事故等，以及不可抗力（地震、火灾、洪涝灾害等）造成的产品损坏。
- 因阳光直晒、强烈灯光持续照射、任何过热的取暖设备而造成的产品褪色、开裂以及起皮。
- 因任何化学和非化学物质等外在因素造成的产品损坏，例如：醋酸、化学溶剂、染料、墨水、汗液以及其他的液体和化学物质。
- 不适用于降价处理的瑕疵产品。

本有限质量保证优先于其他任何书面、口头的质量保证承诺。

保修及退换货的流程：

Stellar Works产品的维修或退换货，请通过您购买产品的经销商进行申请。如果需要维修或者退换货，您需要提供以下资料：

1. 填写保修表格（表格可以从您购买产品的经销商处获取），描述清楚产品出现的问题。
2. 将保修表格（最好同时提供问题产品的照片），以及您的购物凭证提供给经销商。
3. 必要时，提供第三方的检测报告给经销商。

如果资料提交不全，Stellar Works及其经销商有权不提供质保服务。



收到您的保修表格后，经销商可根据需要决定是否指派专业人员去现场查验。工作人员视情况对产品进行测试或者对问题产品拍照。

经销商须将所需资料（保修表格、照片、第三方检测报告等）提供给Stellar Works的售后服务部门，Stellar Works依据这些资料审核问题产品是否涵盖在保修范围之内，并且及时响应、提供处理方案。

如果因为经销商不再经营等原因，导致您无法通过经销商进行质保申请，您可以将以上提及的所需资料邮寄到以下地址，或者提交给Stellar Works的当地办事处。必要时，Stellar Works可能会要求您提供专业检验报告。

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Stellar Works售后服务中心（收）

电话：021 595 132 36

Stellar Works在收到资料的30天内，经检测或审核决定产品问题是否属于该产品的品质保证范围之内。