

Woodworks Limited Warranty Program

Woodworks Solid Wood Furniture is extremely proud of the workmanship of our product. We realize that purchasing our furniture is an investment in quality that will last for generations to come.

The Woodworks limited warranty period of one year begins at the time of receipt of the furniture being delivered to an Authorized Dealer and the original consumer. If a manufacturing defect is discovered during this time it is important you promptly notify the Woodworks Authorized Dealer from whom you purchased your furniture. Woodworks will then at their sole discretion, repair or replace, any piece or part found by Woodworks to be defective in material or workmanship. Modifications done by a dealer, the consumer or other parties will void this warranty. This warranty applies only when the furniture purchased is for normal indoor household use (or is gifted as a normal household purpose.) In addition, damage from misuse, neglect, incorrect maintenance or abuse is not covered under the warranty. It also does not apply to commercial use which includes rental, business or institutional. Woodworks will not be responsible for shipping costs to or from the consumers/dealers location for work completed under this warranty.

Wood

Taking quality care of your wood furniture will ensure your enjoyment for years to come. We use quality hardwoods in the production of our furniture and purchase our wood through companies that are FSC certified.

As wood has water as a component of its makeup your furniture will shrink and expand with changes in relative humidity and temperature, these are normal and expected changes throughout the year. To lessen the effects of wood movement avoid placing your furniture directly in front of heat sources such as fireplaces or radiators. Avoid exposure to direct sunlight, use a humidifier in the cooler drier seasons and air conditioners in the warmer seasons. Relative humidity should be maintained at approximately 40 – 45% to lessen the effects of shrinking or expanding. A humidifier is always recommended in a home with solid wood products. Seasonal movement on solid wood products are not considered warranty issues.

Finishes

Our products are stained, sealed and lacquered (with the exception of natural stain) with high quality products. We use a catalyzed lacquer as the final process to protect your furniture against normal use. This lacquer can take up to 30 days to complete its curing time and we suggest that during this time you take extra care of your furniture. Although we have sourced out a very durable finishing process any finish will be stressed if not cared for properly. Burns, cuts, scratches, dents, watermarks and sun damage will affect the finish quality and therefore not covered by warranty. Also cleaning with detergents, abrasives or other improper cleaning agents will breakdown the finish. The preceding actions are not covered by this warranty.

Minor variations in colour and wood grain will occur between furniture pieces and these are normal. These variations or differences between floor model samples or stain samples or printed illustrations are not covered by this warranty.

Unfinished product, dealer finished product or product stained with customer supplied stain is not covered by this warranty.

Chairs and Fabric

Our chairs are covered under the Woodworks limited warranty period of one year. Chairs covered under this warranty are for normal residential use. Woodworks will at their sole discretion, repair or replace, any piece or part found by Woodworks to be defective in material or workmanship. In addition, damage from misuse, neglect, incorrect maintenance or abuse is not covered under this warranty.

We offer a wide variety of upholstery fabrics from an established Canadian company. Woodworks does not warranty the durability or colourfastness of the selected fabrics, nor fading, stains from spills, or improper cleaning. Woodworks will cover for a period of one year breakdown of cushion and seam damage. Customers who select their fabric from outside the Woodworks fabric catalogues are not covered by this warranty.

Shipping

Damage occurring during the delivery or set up of your Woodworks furniture in your home is not covered by this warranty and should be addressed with the party making delivery. Authorized dealers using independent shipping companies have 48

hours upon receipt of shipment to inform Woodworks of damage incurred during shipment.

Helpful Hints to Ensure Enjoyment of your Purchase

- Avoid direct sunlight for prolonged periods of time
- Do not use detergents, abrasives cleaners, or other improper cleaning agents, wipe your furniture with a slightly damp cloth in the direction of the grain and dry with a soft cloth wiping in the direction of the grain.
- Avoid placing furniture directly in front of radiators, fireplaces or other heat sources
- Try to maintain humidity levels of approximately 40-45%
- Avoid impact by hard or heavy objects
- Wipe off liquid spills immediately
- Keep extra table leaves as close as possible to the table itself, damp basements or hot dry attics can cause the leaves to expand or contract
- Stains will darken slightly over time, to lessen the effect use your *extra leaves* occasionally to ensure they have light exposure as well
- Avoid placing hot items directly on the furniture, it will harm the protective finish
- Select a location where your furniture will not be bumped and that doors and drawers can be easily opened without striking or bumping other objects.
- Writing pads should be used on desks and table tops to protect against marking surfaces

