

Creative Wood Products Warranty Agreement

Below are guidelines to help ensure the longevity of your furniture. If not properly followed, major damages can occur to the product which are not covered by Creative Wood Products' warranty. Subject to the limitations set forth below, Creative Wood Products warrants to the original purchaser all products purchased to be free from defects in workmanship given normal use and care for five (5) years. Normal use is defined as 40 hours per week. Normal care is defined as cleaning per guidelines provided below. This five (5) year warranty applies to all products sold and installed by a Creative Wood Products authorized agent.

This warranty does not cover damage caused during shipment or during installation. In addition, any Customer's Own Material (COM) products or non-standard material will not be warranted and is the full responsibility of the mill or manufacturer.

The following components not manufactured by Creative Wood Products have the following warranties:

- Electrical components are warranted for one (1) year.
- Light bulbs are not under warranty.
- All height adjustable products are warranted for two (2) years on moveable parts.

This warranty does not apply to damage resulting from accident, modification, misuse, or damage from normal wear and tear such as dents, nicks, scratches, fading and improper maintenance. Creative Wood Products' warranty is only valid if products are properly used and cared for.

Wood Furniture

Wood owes its inherent beauty to variations in color, grain, and texture – therefore, these variations are not considered defects. There may be minor variations from one piece of furniture to the next, even though they are finished at the same time. All other warranties – expressed or implied – are excluded. Creative Wood shall not be liable for incidental or consequential damages of any sort.

Solid wood products such as butcher block, plank, reclaimed wood, live edge/slabs inherently expand & contract over time. This may cause the wood to shift, separate, crack, warp and vary in color, all of which are not considered manufacturing defects and therefore are not covered under the standard Creative Wood Products warranty. As a manufacturer, we do everything possible to prevent the above from happening, but we have no control over natural wood products.

Furniture Use and Care

Protect surfaces from liquids and excessive heat. The finish is made to withstand most liquids for short periods of time. Liquids left on surfaces too long will stain and cause substantial changes to both the veneer and sub-straight that may be irreparable.

Wood is imperious to metal, cold, and heat. Please use coasters for all drinking glasses and trivets (or other heat-safe surfaces) for all hot items. Direct heat can cause dark rings on the surface which are difficult to repair.

Our products are not designed to be used as seats or ladders. Standing on tables may cause tipping and/or structural problems that may not be field-repairable.

We use a durable finish process on all our work surfaces, but the end user should always be careful about what is placed on and slid across the top of the furniture. The product will scratch if sharp objects are placed on it. Dents can also be created on the surface if objects are dropped on it.

Make sure furniture is leveled upon installation and after relocation of product. This will avoid drawer suspension, hinge, and lock malfunction.

Please be aware that all lacquer/varnish topcoats may be susceptible to plasticizer migration. This is a chemical transfer of plasticizer found in plastic, rubber, and vinyl products used on wood desktops. Most plasticizers evaporate however, in very few instances damage to the finish could occur. We encourage the use of felt pads for all equipment used on worksurfaces.

Environmental Concerns | Temperature

Furniture must be kept in controlled conditions with an optimal environment temperature range of 50 to 80 degrees Fahrenheit with roughly 70% relative humidity. If the product is exposed to extreme changes in temperature the following can occur:

- materials may contract and expand which will cause materials to “move.”
- separation of materials
- checking (cracking of veneer)
- de-lamination from the sub-straight.

None of the above conditions would be considered manufacturing defects, and therefore, are not covered under Creative Wood Products' warranty.

Environmental Concerns | Light

Furniture should be protected from direct sunlight. Light will increase discoloration and bleaching on most veneer and hardwood components. When furniture is not in use, it is best to be left in the dark or covered up. Over time, there is a natural aging process of wood, and the finished surface will darken.

Cleaning

For best cleaning results, use a damp cotton cloth moved in the direction of the grain. Do not move a damp cloth in circles or against the grain – this may scratch the surface. Never use silicone or wax-based products to ‘polish’ the furniture. This will create a cloudy buildup and take away from the natural sheen of the wood.

- Leather: Only use the recommended cleaning solution provided by the manufacturer.
- Solid stone surface: Clean with a damp cotton cloth.
- Laminate surface: Dust and clean with a damp cotton cloth.

Contact

All warranty claims must be submitted by the original owner to info@creativewood.net. Owner may be required to produce the invoice or other evidence to establish that a claim is within the warranty period.