



NW SOLID WOOD SURFACES LIMITED WARRANTY

Your countertop will arrive to you as Square Edge, Unfinished, occasional butt joints will be filled and sanded to 120 grit. The top is manufactured with a PVA Type II – waterproof adhesive that complies with the ILFI Declare Label for material transparency.

If your order is defective or damaged, please take pictures and email us immediately. You must notify us within seven days for any defect or damage claim to be considered.

If your item is defective or damaged, it must be returned to us for repair or replacement, at our discretion.

Things to consider when inspecting your top:

- Variations in color and grain are not considered defects.
- The proportion of heartwood to sapwood is not considered a defect (unless custom ordered)
- The underside (B side) of your product may contain knots, voids etc. These are not considered defects if they are on the underside and do not affect the structural integrity of the product.

In addition to the above, we warrant all products against glue joint delamination for a period of one year from receipt. If your product suffers a glue joint delamination, it will need to be returned to us for replacement or repair, at our discretion. We will pay shipping charges and ask for your patience while the issue is resolved.

This warranty is void for any of the following reasons:

- The product was exposed to extreme conditions, including very low or very high humidity or extreme temperature changes.
- The unfinished product was not properly acclimatized for 5-7 days (with full air circulation) in the space where it was to be installed.
- The product is modified in any way, other than necessary for normal installation.
- The product is exposed to water. Minor water splashes or spills that are wiped up immediately do not fit this condition.
- The product was not properly installed. Wood is a natural material and will expand and contract. When installing your product, please make allowances for this. Please consult a qualified contractor for specific installation advice. Butcher blocks and plank tops should never be installed with adhesive.

Except for the above, we offer no warranty, express or implied. Our responsibility is limited to the repair or replacement of the product, at our choosing, and the shipping costs associated with the product return process. We are not responsible for any other costs, including but not limited to, consequential damages, removal and installation of the products, packaging charges associated with the return, labor charges, lost income, inconvenience charges.

This warranty is limited to the original purchaser and is not transferable.