



LOCAL WOOD FOR THE GREATER GOOD



NW BUTCHER BLOCK & SOLID SURFACE LIMITED WARRANTY

Your butcher block material will arrive to you unfinished with square edges and sanded to 120 grit. Occasional butt joints will be filled and sanded. Minor knots and voids may be need to be filled by installer.

Inspect your order upon receipt. If any defects or damage are present, please take pictures and email us immediately - info@snwwood.com You must notify us within seven days for any defect or damage claim to be considered. Any defective or damaged item(s) must be returned to us for repair or replacement, at our discretion.

Things to consider when inspecting your butcher block:

- 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.

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 over the life of the product. When installing, please make allowances for this. Consult a qualified contractor for specific installation advice. Butcher blocks, end grain and plank style tops should never be installed, attached or secured with adhesive, as this will void the warranty.

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.

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.