

# UNION WOOD CO

10+ YEARS OF FURNITURE & WOODWORK

## **WARRANTY**

UWC GOODS LTD warrants that its furniture products, including but not limited to tables, chairs, beds, dressers, desks, cabinets, entertainment units, benches, built-ins, and any other furniture products it manufactures, will be free from defects in workmanship, and that Union Wood Co will, in its discretion, make all necessary modifications, adjustments, repairs, replacements or additions ensure its products remain in such condition for 2 years, at no additional charge to the customer, subject to the limitations and exceptions below.

## **LIMITATIONS AND EXCEPTIONS**

This warranty will extend for 2 years from the date of shipment of the product, and only extends to the original purchaser. Any warranty of Union Wood Company, whether express or implied, covers only normal usage of its products in accordance with any product specifications and care instructions provided or implied to the customer by Union Wood Company upon purchase. No warranty, express or implied, applies to any condition of any product resulting from accident, acts of third persons, environmental conditions, misuse, abuse, delivery or transportation damage, nor any condition resulting from modifications or alterations by any person, incorrect or inadequate maintenance, cleaning or care, or damages or defects caused by use of chemical treatments, cleaning products or protective coatings applied to the product. Any such chemical treatments, cleaning products or protective coatings void all warranties of Union Wood Co. Customer's sole remedy in the event of a product defect is expressly limited to the repair or replacement of the damaged part by Union Wood Co, which shall not extend the warranty period, and will only be provided upon receipt by Union Wood Company of a valid written explanation of the claimed defect from the original customer within 2 years from the shipment date of the product. Our items are built for durability and longevity, however any movement, checks, knots, warping, swelling and discolouration are intrinsic characteristics of solid wood furniture and can develop over time. There are also diverse environmental issues that may affect your furniture and develop over time. Light, temperature and humidity are all contributing factors to the health and well being of your furniture.

## **SIZE AND DIMENSION VARIABILITY**

The sizes and dimensions of Union Wood Company's designs may vary slightly from the actual sizes and dimensions of delivered products, due to expansion and contraction of wood products, the inherent nature of the materials, and the handmade nature of Union Wood Company products. The customer assumes all risk regarding determination of a product's correct size and dimension. In no event shall a mistake in size or dimension of the product, due to customer error, result in invalidation of any order or require any refund to the customer.

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## **APPEARANCE VARIABILITY**

Customer acknowledges that the appearance of the wood used to build a particular product may vary from the wood used in any samples, due to natural characteristics of wood and the craftsmanship used to create each individual product. Therefore, no representation, warranty and/or guarantee is made with respect to the exact color, lustre or appearance of finishes of any product. The customer also acknowledges that wood used in Union Wood Company products may contain mineral deposits, pits, gum streaks, small pin holes, knots, checks, cracks, color differences, unusual grain patterns, darker heart wood, lighter sap wood, etc. The frequency of such features will depend upon the material specified and will vary in all handmade and machined pieces. No two products produced by Union Wood Company are exact duplicates, and therefore Union Wood Company makes no representation or guarantee that products will appear exactly as any other.

## **DAMAGE DURING SHIPPING**

Please inspect your purchase immediately upon receipt. All items are professionally crated/packed to ensure safe shipping. Visible freight damage must be noted on the freight bill prior to taking receipt of the orders. Concealed damage claims must be filed within 5 days of receipt of shipment and include photos of the damage. Please save all of your paperwork and packaging materials and contact us immediately to arrange for warranty claims.

## **DISCLAIMER**

For greater certainty, Union Wood Company does not warrant:

- natural variations in wood grain or figure or the presence of character marks;
- changes in surface finishes, including colorfastness, due to aging or exposure to light;
- failure resulting from normal wear and tear;
- pilling of textiles;
- the matching of colors, grains, or textures of natural materials;
- the colorfastness or the matching of colors of textiles, including an exact match to cuttings, samples, or to swatch cards;
- damage, marking, or staining of surfaces due to contact with rubber or similar compounds;
- damage during shipping or from sharp objects or imprinting from writing instruments, or prolonged exposure to direct sunlight;
- Electrical products or parts manufactured by third parties but sold by Union Wood Company;
- soiling, stains, or dye transfer from clothing including denim;
- Non-standard(client spec'd) finishes or finishes applied by a third party;

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- Any product bearing the name and use of live edge / reclaimed / barn wood
- foreign objects abrading fabric over time;
- products that are exposed to abnormal (i.e. hot or cold) environmental conditions or that have been subject to improper storage, installation; or
- Small checks, cracks, open grain and splits that do not affect the structure of the furniture • Raised grain causing minor slivers or roughness
- Warping of solid wood under 5/16" over 36" x 36" area
- Any cracks, checks, warping or wood movement on any products stored outside or within 84" of a large opening or exterior door/window
- any construction, material or workmanship (i.e. design or technique) that is not based on a Union Wood Co design but rather is specifically requested by a customer.

### **RETAILERS, DEALERS and THIRD PARTIES**

No other express or implied warranty has been made or will be made on behalf of Union Wood Company with respect to its products of their parts, or the operation, repair, or replacement of the products or their parts, except as expressly provided herein. Furthermore, no representative of Union Wood Company or its distributors or retailers is authorized to make any changes or modifications to this limited warranty. Some retailers offer extended or additional warranties, including but not limited to extended or additional fabric warranties, either from the retailer or through a third-party. Union Wood Company shall not be liable under any extended or additional warranties offered by any retailer or through a third-party. In no event shall Union Wood Company be responsible for consequential or incidental damages, such as loss of use and time, inconvenience, commercial loss or damage to personal property, whether indirect or direct, and whether arising in contract or tort. In no event shall Union Wood Company's responsibility exceed the purchase price of the product or its replacement. In the event that a product has been discontinued or is no longer available, a reasonable, suitable replacement is acceptable as determined by Union Wood Co.

### **REMEDY AND CLAIM PROCEDURE**

Customers with defective products covered by this warranty should contact Union Wood Company by email with their claim as indicated below and must provide their original invoice number and any necessary information to satisfy these warranty requirements. Warranty remedies may take additional time to address. Union Wood Co retains the right to repair furniture (either personally or by third party) or replace parts to meet at or near the quality standards of the original item specified.

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