

WIND CHIME

FREQUENTLY ASKED QUESTIONS

HOW DO I CARE FOR THE BAMBOO PARTS OF THE CHIME?

Each of the Suspension Platform, Striker, and Wind Catcher are made from renewable bamboo. To clean, dust with a clean cloth and if necessary, use a mild soap (like dish soap) mixed with water.



Be sure to dry it off really well (wipe down with a clean cloth and air dry the remaining moisture).



Once in a while, use mild oil like linseed or flax to return the shine.



How do I care for the Tubes?

Every now and again, wipe down with a soft cloth and if necessary, use a mild soap like dish soap mixed with water. Often, water is enough to clean the tubes.



HOW DO I HELP THE CHIMES LAST AS LONG AS POSSIBLE?



THE WIND

is both a friend and a foe, so keep your chime sheltered from the full force of those winds. This could be under an overhang or in a full sized tree (just two examples).



STORMS

As with any outdoor decoration, if you know a storm is coming, bring it inside.



WINTER

Winter is hard on anything so protect it by putting it in the shed or garage. (Our southern friends don't have to worry about this).



TAKE CARE

Follow the care instructions for both the bamboo and the tubes.

WHAT DOES THE GUARANTEE COVER?



We guarantee that your product will be free from defect in the materials and manufacturing, which would cause it to stop working as intended.



This does not cover accidents (being dropped) so make sure it is attached well to its home.



If you modify the product, our guarantee will no longer apply.



Please follow the care instructions to lengthen the life of your product.



Keep in mind that bamboo is sensitive to sudden temperature/humidity changes. As it expands and contracts in relation to those changes, tiny cracks can sometimes develop but they will not change the sound or operation of your chime.



If there is a defect, please let us know and we will work with Amazon to make sure the return is hassle-free and that we provide you with the fully functioning wind chime you were expecting.

