

WARRANTY POLICY

HTXmade offers a 1 year warranty on all workmanship and materials to be free from defects while these products are in service, given their intended use. Specifically, wood products will be free of splits, large cracks, warping, and other movement once installed, provided that the ambient hygrometry of the interior space is within a range of 40-60% relative humidity and temperature between 55-80 degrees at all times. Splits and cracks are defined as separations in wood grain greater than 3/32". Warping and other movement is defined as swelling, contracting, or movement outside of the dimensions of the design by greater than 1/8". Wood colors will change slightly over time to exposure to oxygen and light, which is a function of normal use, not covered by any warranty expressed or implied here. HTXmade cannot cover damages to the finishes or solid wood that are the result of exposure to extreme hot or cold applications, changes in ambient hygrometry beyond the limits aforementioned, or abuse and/or mishandling, such as colliding the product with other objects or stressing them with weight beyond their reasonable capacity. Customer's sole remedy will be repair or replacement of the product, less transportation and packing expenses, selected in HTXmade's reasonable discretion.

These warranties will not extend to ordinary wear and tear or goods subjected to misuse, abuse, neglect, damage, improper transportation, improper storage, improper cleaning, accident or improper installation or maintenance or which have been altered or repaired by anyone other than Seller or its authorized representative. Only original buyers benefit from this warranty; the warranty is non-transferable.

In no event shall HTXmade be liable for any incidental, indirect, or consequential damages, including but not limited to business interruption or lost profits, or be liable for delays or failure to perform due to acts of third-parties or force majeure events, including acts of nature, strikes, fires, or government regulations/orders.

Please direct any questions about our warranty policy to sales@htxmade.com.