

ACRE MADE

FURNITURE WARRANTY

At Acre Made Inc, we believe in the quality of our furniture products, which include tables, chairs, dressers, desks, cabinets, consoles, benches, and more. We're committed to making sure your purchase is free from any workmanship defects. If anything goes wrong, at our discretion, we'll take care of it for 2 years from time of purchase at no additional charge to the customer subject to the limitations and exceptions below.

LIMITATIONS AND EXCEPTIONS

- This warranty covers you for 2 years from the date you receive your product, but it's only for the original buyer.
- Our promise applies when you use our products as intended, following the care instructions we provide on www.shopacremade.com. Accidents, third-party actions, environmental factors, misuse, unauthorized alterations, improper maintenance, cleaning mishaps, or the use of certain chemicals won't be covered. So, avoid using anything that might mess with the product's finish.
- If you use chemicals, coatings, or cleaning products on our furniture, it cancels out our warranty. So, please stick to what we recommend.
- In the event of a product defect, at our discretion, we will repair or replace the damaged part. Just remember that this won't extend the warranty period.
- Our products are designed to last, but they're made of solid wood, so they might change over time. Natural characteristics like knots, checks, swelling, or color shifts are part of a natural material. Your furniture's well-being is influenced by light, temperature, and humidity.
- This warranty does not apply to products we sell by third-party makers.

SIZE AND DIMENSION VARIABILITY

- Our designs might vary slightly in size and dimensions compared to the actual delivered product. Wood likes to expand and contract, and our handcrafted touch adds a bit of uniqueness. It's up to you to measure and get the right fit. If you mess up the size or dimension, we can't invalidate the order or give you a refund.

APPEARANCE VARIABILITY

- The wood we use might look slightly different from the samples, and that's because wood is natural and each product is handcrafted. But we do our best to get it exactly the same or very close with our finishing process. So, don't expect an exact match in color, luster, or appearance.

Our wood can have all sorts of quirks like mineral deposits, knots, checks, and unique grain patterns. No two pieces are identical and that's the beauty of wood!

DAMAGE DURING SHIPPING

- As soon as your furniture arrives, give it a good look. We've packed it securely, but sometimes things happen during shipping. If you see obvious damage, make sure to note it on the shipping documents. For hidden damage, you've got 5 days to report it with photos. Keep all the paperwork and packaging materials and give us a shout so we can sort out your warranty claims.

DISCLAIMER

For greater certainty, Acre Made Inc 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
- regular wear and tear
- piling 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 Acre Made Inc.
- soiling, stains, or dye transfer from clothing including denim
- Non-standard (client spec'd) finishes or finishes applied by a third party
- Any product bearing the name and use of live edge / reclaimed / barn wood
- products that are exposed to abnormal (i.e. hot or cold) environmental conditions or that have been subject to improper storage, installation
- 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 construction, material or workmanship (i.e. design or technique) that is not based on a Acre Made Inc design but rather is specifically requested by a customer.

RETAILERS, DEALERS, and THIRD PARTIES

- All of our products fall under our warranty product. No one else, including our retailers and third parties, can change it. Some retailers might offer extra warranties on top of ours. Our commitment doesn't go beyond the purchase price or a suitable replacement if your product is no longer available.

REMEDY AND CLAIM PROCEDURE

- If your product has a problem covered by our warranty, just reach out to us via email at hello@shopacremade.com. Send us your claim along with your original invoice number and any info we need (photos, etc). It might take us a little time to sort things out, but we'll either repair your furniture or replace parts to make sure our customers are always happy!