

BUTCHER BLOCK LIMITED WARRANTY

Thank you for choosing Future Doors Wood Countertops.

- **Limited Warranty –**

- Future Doors guarantee our wood tops will be free from defect in workmanship under normal use in residential applications for a period of one (1) year from the time of purchase.
- Warranty for business, commercial, institutional and other non-residential applications will be reviewed on an individual basis to determine a level of coverage.

- **Restrictions –**

- All goods must be inspected upon receipt. Freight damage is the receiver's responsibility to report and must be noted on the carrier's bill of lading. Warranty claims for damaged goods must be made within two (2) days of receipt of item.
- Nature is an infinite force so it's important to understand its impact on the materials we surround ourselves with. It's no longer just the wood species itself to consider. The region of a particular species is harvested will affect its color, tone and pattern. Climate, sunlight, rainfall and the minerals in the soil will add unique character to the material. No two trees are alike. In fact, color, grain and pattern can vary throughout a single tree. Even the time of year a tree is harvested, how long it sits before processing and the drying method can have a dramatic affect. Characteristics found in wood such as heavy grain, burls, pin knots, mineral streaks, gum pockets and all other naturally occurring accents are not considered defects if they fall within Future Doors Specifications.
- Damage from normal wear and tear, misuse, abuse, negligence, improper storage, handling, cleaning, improper finish, excessive heat, water penetration or force majeure, are the responsibility of the purchaser and not covered under this warranty policy.
- Proper care should be taken when finishing a wood top. Tops should acclimate for up to 5 days and be finished on all sides within 10 days from receipt. For extended periods, the tops should be stored in a controlled environment, flat and fully supported until a finish is to be applied. A light sanding with 180Grit is recommended prior to finish when tops are left unfinished for more than a few days.
- We recommend Osmo "TOPOIL 3056" as a finish for general worksurface finish. Please contact Future Doors for product information and availability.
- Improper installation or modifications to the product itself will void this warranty policy.
- Cutouts for sinks or cook tops shall not be covered under this warranty policy.
 - When placing orders where sinks are required, please specify type 1 PVA glue to help prevent delamination.
- Solid wood tops will continue to expand and contract throughout seasonal changes. Due to wood's inherent properties, special care when securing the top to a support should be taken to ensure tops will move freely. Please refer to "Installation Instructions for Wood Tops" for best practice.

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- **Restrictions – (continued)**

- Warping may occur due to a number of variables. External factors such as changes in humidity, temperature and finish can affect the stability of the top. Warping is not covered under this warranty policy, however choosing the appropriate thickness of a top will minimize the chances of warping.
 - Tops with a depth up to 20" should be ordered at a minimum of 1 1/4" thick. As the depth of the top increases, the thickness should increase accordingly.
 - Tops ranging in a depth of 20" – 30" should be ordered 1 1/2" thick.
 - Tops over 30" or with limited supports should be ordered 2" thick.
 - No coverage is given for tops over 48" in width.
- This policy will not cover warping, cracking or shrinking of tops resulting from inappropriate installation or extreme swings in humidity levels (Relative Humidity of 40% – 50% should be maintained throughout the year).

- **Warranty Procedure –**

- Warranty claims can be submitted by the purchaser or from the end customer. All claims must be submitted on "Future Doors Warranty Claim Form" available for download or requested via email: orders-quotes@futuredoors.ca or fax: (506) 576-9772. All information must be completed as well as all supporting documents and photos (if required) must be attached. Any claim that is incomplete will be returned and will not be processed until all information and documentation has been received.
- Future Doors reserves the right to request the defective material be returned for visual inspection.

- **Replacement / Repair –**

- The guarantee offered by Future Doors is limited to the replacement and/or repair of the top at our facility and does not include transportation, installation fees, service costs, re-finish of any kind.

- **Ship-to Address –**

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Notre-Dame, NB
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