

WARRANTY

Our products are warranted to their original purchaser to be free from defects in material and workmanship for a period of one (1) year. During this period, Convenient Woodworking LLC will repair, or replace free of charge, such merchandise as shall proven to be defective.

By virtue of the material, appearances of the wood used to build your piece may vary from the wood shown in our samples, images of any product, and physical product you've viewed in person. Every tree, board, and cut is unique to that instance. We can make no representation, warranty and/or guarantee in the exact color or appearance of any finished product.

The wood used in our 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 appearance of such characteristics will depend upon the species selected and will vary in all pieces. No two products are identical. This warranty does not extend to color, grain, or texture of natural materials such as wood, because of the natural variations over which we have no control.

Expansion and contraction can occur with changes in humidity and the natural color can shift over time with exposure to sun and heat. These are normal characteristics of solid wood products and are not considered defects.

This warranty applies only to normal usage of its products in accordance with any product specifications and care instructions. No warranty 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 chemical treatments, cleaning products or protective coatings void all warranties.

RETURNS, REFUNDS, & DAMAGED SHIPMENTS

We want you to love the pieces you've welcomed into your space, and will do everything we can to exceed your expectations. Upon receipt of your shipment, please check it closely and immediately notify us of any issues.

If the product is not what you had specified in your order, we consider requests for refund on items for up to five days after receipt of delivery. In order to be accepted as a return, the item must be unused and in the same condition that you received it. Your refund will not be processed until the piece has been safely returned to us and inspected.

Returns are not accepted on custom orders. The customer is responsible for return packaging and shipping costs.

Items damaged during shipping must be declared within 24 hours of delivery in order to qualify for a refund. Please photograph & document all damages immediately, including images of the packing as it was received.