

## PRODUCT WARRANTY

### RETURNS AND EXCHANGES

Brent Comber Originals Inc. warrants to the original purchaser the repair or replacement of any furniture which is defective in material or craftsmanship for a period of one year from the date of possession. The decision to repair or replace will be at the discretion of the manufacturer. Should Brent Comber Originals Inc. determine that repair is impractical, you will be furnished with a substitute piece of the same style, stain colour and quality. To make a claim, please contact Brent Comber Originals with your original sales receipt.

While we are committed to providing a positive client experience, our pieces are hand carved and made to order; therefore we cannot accept returns or exchanges outside of confirmed defective items. Please contact [info@brentcomber.com](mailto:info@brentcomber.com) if you have any concerns about your purchase.

The following features and variations can be reasonably expected:

#### **Variation due to Hand-Carving**

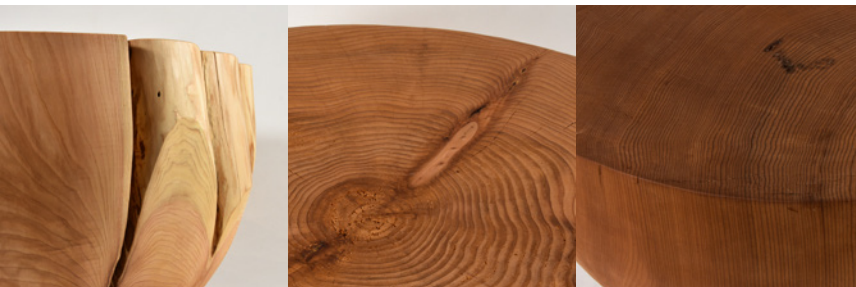
Each piece is hand carved from natural material and subject to variation from photos, illustrations, and floor samples. Dimensional tolerance varies by product but expected to fall within +/- 1/2" for solid wood pieces.



*Acceptable range of profile variation on a DR-1L Drum*

#### **Variation due to Natural Material**

Natural Material is subject to variation in color, grain, and natural characteristics including mineral streaks, pitch pockets, and knots.



*Examples of acceptable natural characteristics*

Samples are used to represent the appearance of the chosen finish on the chosen wood species. However, the appearance of the finish on the final piece will be affected by the natural qualities of the piece of wood. Therefore, variation in tone and character is to be expected.

## PRODUCT WARRANTY cont.

### Checking and Wood Movement

As a piece of wood dries, it can develop varying degrees of checks or cracks on their side or ends, which generally appear through the growth rings. We embrace these features as unique characteristics.

Our raw material is kiln dried prior to carving and checks and cracks are often present before we begin carving but more are expected to develop in changes to temperature and humidity. As wood is hygroscopic, our pieces will acclimatize themselves to the relative humidity of their new environment once they have left our warehouse. The rate of drying will vary depending on the mass of each piece, but in general, each piece “settles” within its first year. Continued shrinkage may accentuate characteristic checks, or generate new ones, but this does not compromise the structural performance of the wood, and is not considered a quality defect. The bottom of each turned piece is reinforced with splines to further ensure the stability of the piece. Variation of appearance resulting from the normal contraction and expansion of wood as it responds to its climactic environment is not covered by warranty.

In the event that a crack widens enough to expose rough, unfinished material, contact Brent Comber Originals for a touch up repair kit and detailed instructions. This is a straight forward repair: remove any loose material, lightly sand inside the crack, and apply finish to the area.



*Examples of typical checking in a finished piece as a result of the drying process*

*Checking in need of touch up.*

### MAINTENANCE

Please take care of your solid wood piece as Brent Comber Originals Inc. will not repair or replace a piece that has been damaged or poorly maintained. The warranty applies to furniture purchased and enjoyed for its intended use. This warranty does not pertain to normal wear and tear, water marks, or damage. Brent Comber Originals Inc. will not repair or replace products that have been subjected to harsh detergents, abrasives, or other strong cleaning agents. Floor samples and products designated “AS IS” at the time of purchase are not covered under warranty.

See the [Care and Maintenance](#) document for more details or contact [info@brentcomber.com](mailto:info@brentcomber.com) for specific care instructions for your piece.

### SHIPPING

Please note that all work is FOB our studio- once it leaves, whether shipment arranged by a client or by Brent Comber Originals, we are not liable for any damages that may occur during transportation. This includes late charges that may arise from shipping delays, damage to crates, lost or stolen work. The cost of shipping, handling or packaging the piece(s) to be returned to the manufacturer or to an agreed third party for repair or replacement is not part of the product warranty.