

PRODUCT WARRANTY

Brent Comber Originals Inc. tries to maintain the “spirit” of the wood. Consequently, natural variations in grain and colour are expected. Other inherent, natural occurrences, such as mineral streaks, pitch pockets, and knots in the wood, are also anticipated (and often welcomed) characteristics. None of these are considered to be quality defects.

The warranty does not cover such variations or differences from piece to piece, from floor samples, or from printed illustrations of the furniture.

The solid pieces of wood we use are dried prior to carving. As they dry, they develop varying degrees of checks or cracks on their side or ends, which generally appear through the growth rings. 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 small new ones, but this does not compromise the structural performance of the wood, and is not considered a quality defect.

In short, the variation of appearance resulting from the normal contraction and expansion of wood as it responds to its climactic environment is not covered by warranty.

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. Your original sales receipt will be required.

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.

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.