

BUTCHER BLOCK & GLUED-UP PANEL WARRANTY & CARE INFORMATION

1. Please inspect products carefully upon receipt and inform us immediately of defects or damage to help avoid unnecessary costs for all parties. Claim outcomes may be affected by failure to do so.
2. The only warranty, expressed or implied, is a one year guarantee to the original purchaser against defect in manufacturer's workmanship.
3. Warranty covers the cost of materials only & leaving the product unfinished voids any and all warranty.
4. This does not apply to damages which may result from neglect, accidental or intentional damage, damage or wear to any swivel mechanism, normal wear and tear, misuse or abuse, improper installation or insufficient support, unauthorized alteration (including for installation) or repair or exposure to extreme temperature or humidity or excessive water. Select Millwork cannot be liable for the consequences of the conditions under which the product is stored, installed or used since we have no control over these. Recommended consistent humidity levels for stability are 35% to 45%. If the product does become too dry, splits or cracks may develop which should be promptly filled with matching color wood filler, sanded smooth & refinished. Differential seasonal expansion or moisture content can cause warpage, which can be addressed by bolt adjustment when attached to a base and/or oil applications targeting the concave portions.
5. Select Millwork reserves the right to qualify any claim on our products. Our obligation under this limited warranty is to repair or replace products (same or similar type/quality) upon approval that such action is necessary within 90 days upon receipt of written correspondence on the issue (please include basic contact information, PO/order # & description of the issue).
6. All packing and shipping costs for repairs or returns are the responsibility of the purchaser.
7. Select Millwork shall not be liable for any loss or damage arising from use or for any consequential damages.
8. Wood is a natural material with each piece being unique in its properties and characteristics, including color. Such natural attributes that are beyond human control will not be considered defects and all contribute to the beauty and appeal of wood.
9. Product lifetime hinges on proper maintenance and care. Though products can be shipped, upon request, after being rubbed with a mineral oil finish, a food grade mineral oil (NOT cooking oil) and/or cream (follow bottle directions) should be reapplied to all surfaces before using the product since it can dry during storage and shipping. Reapply as often as needed to avoid a dry/chalky appearance, which predisposes the product to problems like cracking. It is generally recommended to oil once per day for the first week, once a week for the following month and then about once a month forever. Do not submerge in water or use powder cleansers. Clean with a wet cloth or sponge and mild liquid detergent, disinfecting cleanser or diluted bleach mixture. There are also many products on the market specially made for butcher blocks and many are certified by the National Sanitation Foundation (NSF). Allow sufficient air flow for drying after cleaning and to help inhibit bacteria growth when stored/not in use.

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Premium Hardwood
Mouldings, Doors and
Custom Millwork