



NEW ENGLAND WOODWORKING

WARRANTY COVERAGE AND INCLUSIONS

At The New England Woodworking Company, we provide a competitive limited warranty with all of our custom woodwork. Any misuse or improper treatments of the product is exempt from this warranty. This warranty only covers services laid out in the approved contract. Only the particular services stated in the contract will be warranted. Services are broken down into two grades, custom grade and premium grade. Custom grade will be covered by a period of one (1) year and Premium grade will be covered for a period of five (5) years. Quality grades are as defined by the Architectural Woodwork Institute (AWI) (www.awinet.org).

New England Woodworking is only obliged under this warranty to uphold the repair or replacement of parts that prove defective, upon inspection, under normal residential use. Because of the use of natural materials, and the custom fabrication of all of our products, minor imperfections and variations can occur in our products. This warranty does not apply to products that have been subject to alterations, unprotected storage, or unauthorized handling.

NOT COVERED BY WARRANTY

- Normal wear and tear including, but not limited to, scratches and nicks associated with normal use.
- Premature wear of the product due to environmental conditions.
- Unfinished products without a protective coating are not warranted for warpage, expansion, contraction, splits, cracks or any other problems that are associated with unfinished wood.
- Damages due to improper installation or repair.
- Light changes in appearance and dimension due to the normal expansion and contraction of wood as it adjusts to climate changes.
- Acts of nature or severe incidents such as, but not limited to, flood, hurricane, fire, explosion, or dwelling collapse.
- Lost or stolen products.
- Transportation or shipping costs.

CHANGES THAT ARE EXPECTED TO OCCUR AND ARE NOT CONSIDERED DEFECTS AND ARE NOT COVERED BY WARRANTY

- Slight changes in appearance due to the expansion and contraction of a product as it adjusts to the climate of the dwelling (air conditioned houses).
- Variation in grain pattern, resulting from the natural growth of trees including variation in color and characteristics such as knots, mineral streaks, pitch pockets, striping and insect markings.
- Minor scratches due to transportation.
- Many wood species tend to darken or redden with age; this may be more noticeable with lighter colored woods and stains.
- Low sheen finishes tend to develop an increased sheen due to usage.
- White painted finishes tend to develop a yellow color with age.

YOUR RIGHTS

This warranty entitles you to specific legal rights. There may be other legal rights that you are entitled to, depending on the states laws. Some states do not allow the exclusions and limitations on incidental and consequential damages or limitations on implied warranties; because of this, the above limitations may not apply to you. The proper care and use are essential for preserving your rights under this warranty.

WARRANTY SERVICES

If a problem is found and you feel that it is covered by this warranty, contact us. It is our obligation to uphold this warranty, and if there is a problem with one of our products, we will repair or replace the product to the extent of upholding the specifications on the original approved plans and contract.