

Warranty Information

Brown Wood Products Company and its brand Designs of Distinction warrants to the original purchaser (the “Purchaser”), that its products (the “Products”) will be free from defects in material and workmanship for a period of one year following the date of delivery to the Purchaser.

This warranty shall only apply to the products used under normal use and service for personal, family and household purposes. This warranty does not cover damages which result from neglect, accident, misuse, alteration, acts of nature, normal wear and tear, exposure to extreme temperature or humidity, or immersion in water. Our products are intended solely for indoor use.

The obligation of Brown Wood Products Company under this warranty is limited, at the option of Brown Wood Products Company, to repair or replacement of the Products with products of equal or similar type and quality, if available. Brown Wood’s liability shall not exceed the replacement cost of our products and shall not include any consequential damages. Any defects in either material or workmanship must be reported to Brown Wood Products Company within 30 days of observing such defect and shall not exceed one year after the date of delivery- this will also not include any consequential damages.

Unfinished Wood Components

Prompt and proper sealing/finishing is essential to maintain wood stability. Sealing the ends of product will reduce the chance of cracking due to changes in moisture. Exposing wood to extreme temperatures or humidity can diminish wood integrity and will void this warranty. Fading or color variations over time, scratches and minor variations in size shall not be considered defects. Variations in wood color, grain pattern or other natural wood and stain characteristics are not considered defects and are not covered by this warranty.

Pre-Finished Wood Components

Fading or deterioration of finish over time is natural when using finishes and is not covered under this warranty. Peeling or discoloration caused by harsh cleaning solutions is also not eligible. Finished products can be cleaned with a cotton cloth, warm water and simple soap- free of ammonia, alcohol or any other abrasive chemical. Removal of any finish automatically shall void this warranty.

Metal Components

Certain inconsistencies in handmade metal products, such as welding imperfections, slight discoloration and subtle blemishes should be expected. Metal finishes may be subject to small variations in color. Brown Wood, Inc. is not responsible for color variations and cannot guarantee exact matches between among items with similar finishes.