



## Wood Products Warranty

### When does this warranty start

» Warranty takes effect within 60 days of final payment or installation, whatever is first, See Warranty Activation guidelines.

### What this limited 1-year warranty covers:

- » Creoworks provides a 1 year warranty free from defects in workmanship, materials and construction.
- » This limited transferable warranty covers Creoworks products that have been permanently installed on site by Creoworks installation team.
- » This limited transferable warranty covers Creoworks products that have been maintained according to Creoworks Care and Maintenance as provided.

### What this limited 1-year warranty does not cover:

- » Wood is a living material with natural beauty derived from its unique graining, color and texture. Each piece is unique and may or may not contain mineral streaks, knots, pitch pockets, tiger striping, and insect markings. These qualities are considered a prized feature of the product and not one that can be controlled. They are not considered defects in any way and are not included as a warranty repair.
- » Climactic conditions affect wood, causing it to expand and contract from thermal shock. This feature of wood can only be controlled with proper care and maintenance, not exposing the wood to extreme temperature changes.
- » Moisture affects the quality of wood also causing it to expand and contract. Utmost care should be spent keeping wood dry and free from all sitting liquid. Damage caused by this is not covered under warranty.
- » Additional or supplemental repairs or modifications such as, any plumbing, electrical, final finish, or appliance integration is not covered under this limited warranty; such other repairs and modifications shall be the responsibility of the customer.
- » Products that have not been paid for in full are not covered by this warranty.
- » Exposure to unusual conditions such as ultraviolet light, physical or chemical abuse, acid etching, staining or damage from improper care and maintenance or damage from chipping, cracking, impact damage or breaking due to customer abuse is not considered damage under warranty.
- » Finishes of wood products may vary from piece to piece and the final finish agreed upon prior to production
- » Personal preferences or other opinions may change over time and are not covered by this warranty. Changes in edge style, finish, color, or overall style are not covered by this warranty.
- » Visible seams are not considered a defect by this warranty.
- » Temporary marks including, but not limited to fingerprints, smudges, ink, or other manipulation of the surface not covered by this warranty
- » Creoworks is not responsible for damage or injury caused by catastrophic events, job site conditions, architectural and engineering design, structural settling or movement, acts of vandalism, or accidents.



## Metal Products Warranty

### When does this warranty start

» Warranty takes effect within 60 days of final payment or installation, whatever is first, See Warranty Activation guidelines.

### What this limited 1-year warranty covers:

- » Creoworks provides a 1 year warranty free from defects in workmanship, materials and construction.
- » This limited transferable warranty covers Creoworks products that have been permanently installed on site by Creoworks installation team.
- » This limited transferable warranty covers Creoworks products that have been maintained according to Creoworks Care and Maintenance as provided.

### What this limited 1-year warranty does not cover:

- » Normal wear and tear, including surface scratches that occur with normal use, damages which result from improper use, lack of care or negligence is not covered by this warranty.
- » Additional or supplemental repairs or modifications such as, any plumbing, electrical, final finish, or appliance integration is not covered under this limited warranty; such other repairs and modifications shall be the responsibility of the customer.
- » Products that have not been paid for in full are not covered by this warranty.
- » Exposure to unusual conditions such as ultraviolet light, physical or chemical abuse, acid etching, staining or damage from improper care and maintenance or damage from scratching, cutting or crushing, impact damage or breaking due to customer abuse is not considered damage under warranty.
- » Moisture may cause damage to metal when exposed for long periods of time. It may wear down the finish over time exposing the steel to air and moisture causing rust. It is important to keep metal dry for longevity of appearance. Water damage is not covered by this warranty.
- » Personal preferences or other opinions may change over time and are not covered by this warranty. Changes in edge style, finish, color, or overall style are not covered by this warranty.
- » Visible seams or welds are not considered a defect by this warranty.
- » Copper will patina over time due to it's natural properties in conjunction with the environment. This is intentional and not a defect.
- » Temporary marks including, but not limited to fingerprints, smudges, ink, or other manipulation of the surface not covered by this warranty
- » Creoworks is not responsible for damage or injury caused by catastrophic events, job site conditions, architectural and engineering design, structural settling or movement, acts of vandalism, or accidents.



## Upholstered Products Warranty

### When does this warranty start

» Warranty takes effect within 60 days of final payment or installation, whatever is first, See Warranty Activation guidelines.

### What this limited 1-year warranty covers:

- » Creoworks provides a 1 year warranty free from defects in workmanship, materials and construction.
- » This limited transferable warranty covers Creoworks products that have been permanently installed on site by Creoworks installation team.
- » This limited transferable warranty covers Creoworks products that have been maintained according to Creoworks Care and Maintenance as provided.

### What this limited 1-year warranty does not cover:

- » Normal wear and tear, including stains, snags, and rips that occur with normal use, damages which result from improper use, lack of care or negligence is not covered by this warranty.
- » Products that have not been paid for in full are not covered by this warranty.
- » Fading may occur when certain materials are exposed to natural light or other sources of radiation. This environmental impact is not covered by this warranty.
- » Moisture on upholstered surfaces may cause damage over time such as, mold build up, shrinkage, or dye dilution. It's recommended that upholstery be maintained in a conditioned environment without exposure to damp or wet other than cleaning products recommended by fabric manufacturers.
- » Personal preferences or other opinions may change over time and are not covered by this warranty. Changes in edge style, finish, color, or overall style are not covered by this warranty.
- » Visible seams or stitching are not considered a defect by this warranty.
- » Creoworks is not responsible for damage or injury caused by catastrophic events, job site conditions, architectural and engineering design, structural settling or movement, acts of vandalism, or accidents.



## Care & Maintenance

### Wood

Correct environmental conditions can add to the life of your furniture. Half the weight of freshly sawn wood is water. Our furniture is crafted from kiln-dried lumber that retains just enough moisture for the furniture to properly acclimate to the relative humidity.

Solid wood furniture placed in an extremely dry environment will lose moisture and shrink. Conversely, furniture placed in a damp environment may absorb excess moisture and expand. This swelling may cause drawers to stick but will correct itself as the relative humidity decreases. These natural changes do not affect the quality and sturdiness of your furniture.

In order to ensure your solid wood furniture's longevity:

1. Dust the wood surface often. Use a dry soft cloth and move in the direction of the wood grain. This will remove abrasive particles from the surface.
2. Wash the surface off with a mild, non-alkaline soap and sponge. A diluted hand soap works well on wood. Dry with a soft cloth; buff going with the grain.
3. Standard clear coat finished wood should avoid waxing or using any type of polish or cleaning product that contains silicone, alcohol, or ammonia. However, oil sealed wood should only be cleaned with a highly diluted bleach, alcohol or mild dish detergent unless otherwise specified for your particular product.
4. For minor repairs of waterspots, stains, or scratches of a standard clear coat, rub No.000 steel wool in the direction of wood grain and apply scratch removing polish with color similar to the surrounding finish. Oil sealed wood finish may be simply repaired with a maintenance kit provided by OSMONA.com.
5. Use a humidifier during the winter months and an air conditioner in the summer.
6. Avoid placing your furniture directly in front of radiators, heating/cooling vents, fireplaces or anything that will cause a cyclical change in temperature over time.
7. Exposing your furniture to direct sunlight has a bleaching effect on wood and finishes. Protect your investment by occasionally drawing the blinds, drapes, or curtains in your home or office.
8. Use coasters or trivets to prevent liquid rings and damage from hot dishes. Use protective pads under lamps, clocks, radios, telephones or any object placed on furniture.
9. Lift objects carefully, do not drag them over the furniture's surface.
10. Blot all spills immediately. Never let spilled food or beverages dry on the finish.
11. Be especially careful of perfume, alcohol, solvents, and nail polish. Blot spills immediately using a dabbing motion. Do not rub.
12. Avoid placing plastic or rubber objects on your furniture's surface as they can sometimes create a chemical reaction with the finish.
13. Be careful not to run into furniture bases/table legs when vacuuming.



### **Steel**

1. Dust the surface often. Use a damp sponge with warm water to lightly wash surface. Dry thoroughly with a clean cloth.
2. Do not use cleaning agents with Toluene or Xylene; and avoid using products that contain alcohol, ammonia, or silicone.
3. Metal Bases: After cleaning your carpets, be sure they are completely dry before replacing the tables. Damp carpets will cause wrought iron, steel, and copper to rust and could permanently stain the carpet.

### **Copper**

1. To protect the finish on copper, avoid using abrasive cleaners. No coarse, acidic, or alcohol-based cleaners should be used. No Steel wool, Brillo pads, or wire brushes as they can may scratch copper surfaces.
2. Clean with hot soapy water and scrub with a soft nylon brush. For tough stains try using a paste of baking soda and water applied with a sponge. Rinse thoroughly and dry with a soft cloth.
3. The natural patina process of copper will occur over time. This is an intentional patina.
4. Copper dents easily. To avoid small dents in the surface, don't place objects on or near the surface.