

# GUARANTEE POLICY

Here at SamBuild we provide high quality products, and all items are checked before sending them out, In the unanticipated case you receive a product that seems defective, or damaged please contact us immediately so we can get a plan in place.

We offer guarantees for our products against defects in material and craftsmanship, The guarantee does not cover natural wear and tear or breakdown of materials due to natural aging, accidents, modification of items or lack of appropriate maintenance and care.

Warranties for finishes, stains and fasteners are as per the manufacturer guidelines.

In the event your product needs service, provided the item is not modified, or when product failure is due to causes other than defective workmanship or materials, we reserve the right to decide on a case-to-case basis if servicing can be offered free of charge.

## **CRACKING AND CHECKING OF NATURAL TIMBER**

Timber Checking or cracks are a natural characteristic of all-natural Timber products . Timber checking happens naturally during the drying process, these cracks will vary from piece to piece and from timber to timber. To prevent excessive cracking, we strongly advise that you regularly maintain the finish of your products.

**Checking** is cracking that develops along the radius of a log.

Season checking is not considered a defect and is not subject to warranty.

## **NATURAL WEAR AND TEAR**

As Wood is a very natural material it will change over time. Depending on the finish you choose on your items the need of maintenance varies. To keep natural wear and tear to a minimum you should consider a regular maintenance regime. We are happy to discuss the best options for your chosen item. Natural wear and tear of products are not covered by guarantees.

If you have any concerns about the cracks or timber checking, we would be happy to talk with you about it.

## **SCREW AND BOLT CONNECTIONS**

With changes in humidity, the wood can dry, and the bolts may become loose. Tighten the bolts periodically on a need to basis.

In the event of damages/ defects Please contact SamBuild at the earliest convenience