



Our Cosmetic Standard

Solid Wood & Cosmetic Standards

At Peterson's Custom Woodworking, we take great pride in creating one-of-a-kind furniture built specifically for each customer. Every piece is handcrafted from carefully selected solid wood and professionally finished in our Bettendorf, Iowa, workshop.

Because wood is a natural material—and because our furniture is built and finished by hand—variations in grain, color, texture, and character are expected. These differences are not defects; they are part of what makes every piece genuinely unique.

Please read these standards carefully before placing your order. By paying a deposit or approving an order, you acknowledge and accept the natural characteristics and cosmetic standards described below.

Natural Wood Variation

No two boards are identical. Grain patterns, color tones, mineral streaks, knots, small checks, and other natural characteristics will vary throughout each piece of furniture. Boards taken from the same species—and even from the same tree—may look noticeably different from one another.

Photographs, samples, and previously completed projects are intended to show the general appearance of a wood species or finish. They cannot guarantee that your finished piece will have the exact same grain, coloring, or character.

We carefully select and arrange each board to create a balanced, attractive finished piece, but natural variation cannot—and should not—be completely eliminated.

Rubio Monocoat Finishes

Rather than using traditional stain followed by a separate protective topcoat, we primarily finish our furniture with Rubio Monocoat, a premium hardwax oil designed to bond with the wood fibers in a single application.

We choose Rubio Monocoat because it:

- Preserves the wood's natural look and texture
- Creates a rich, low-sheen appearance without a heavy plastic-like coating
- Provides durable protection suitable for everyday furniture
- Contains no water or VOCs in the oil component
- Can generally be maintained and locally repaired more easily than many traditional film finishes

Rubio Monocoat colors interact directly with the natural grain, density, and coloring of the wood. As a result, the same finish color can appear different on separate boards or different wood species. Sapwood, heartwood, knots, mineral streaks, and variations in grain may absorb or reflect the finish differently.

These variations are an expected part of a natural, oil-finished product and are not considered defects.

Finish Colors and Samples

We do not guarantee an exact color match based on photographs, computer screens, social-media posts, previously completed furniture, flooring, cabinetry, or furniture produced by another company. Lighting, camera settings, screen displays, wood species, and natural board variation can all affect how a color appears.

When a finish sample is provided, it represents the general color and appearance that can be expected. It does not guarantee that every board in the completed piece will match the sample exactly.

Any custom color requests must be discussed and approved before production begins. Once a customer approves a wood species and finish selection, natural variations in the completed piece will not be grounds for refinishing, rebuilding, returning, or refunding the order.

Handcrafted Characteristics

Our furniture is individually built—not mass-produced by automated factory equipment. Depending on the design, wood selection, and requested style, handcrafted furniture may include:

- Open or filled knots
- Natural mineral streaks and color variation
- Small checks, splits, or surface imperfections
- Visible grain and textural differences
- Wood filler or epoxy-filled areas
- Small variations in distressing or edge profiles
- Minor tool or hand-finishing marks
- Naturally occurring movement between boards

These characteristics contribute to the individuality of handcrafted furniture and are not considered defects unless they affect the structural integrity or intended use of the piece.

Customers seeking completely uniform color, grain, texture, or machine-manufactured perfection may find that handcrafted solid-wood furniture is not the right choice for their expectations.

Dimensions

Because every piece is built and finished by hand, final measurements may vary slightly from the dimensions listed on an estimate, drawing, or order.

Unless a specific measurement is identified in writing as critical to installation or function, dimensions may vary by up to approximately one inch. Customers are responsible for notifying Peterson's Custom Woodworking before production begins if the furniture must fit within a precise opening, room, appliance location, architectural feature, or other fixed space.

Seasonal Wood Movement

Solid wood naturally expands and contracts as temperature and humidity change throughout the year. This movement may cause small gaps, minor surface changes, or slight variations in the alignment of boards. These changes are normal, do not typically affect structural integrity, and are not considered manufacturing defects.

Customers should maintain a reasonably stable indoor environment and avoid placing solid-wood furniture near heating vents, fireplaces, radiators, excessive moisture, or prolonged direct sunlight.

For customers who prefer a continuous surface without intentional spaces between boards, we recommend a fully jointed and glued top. A jointed top moves seasonally as a single panel, although minor seasonal movement and natural wood characteristics will still occur.

Lead Times and Completion Dates

Any lead time or estimated completion date provided by Peterson's Custom Woodworking is a good-faith estimate based on our current workload, material availability, project complexity, and scheduling at the time the estimate is given. **Lead times and completion dates are estimates only and are not guaranteed.**

Custom furniture may experience delays caused by lumber availability, supplier delays, weather, drying or curing requirements, design changes, unforeseen material issues, equipment problems, illness, family emergencies, or the additional time necessary to meet our quality standards.

An estimated date should not be treated as a guaranteed delivery date. Customers should not schedule events, movers, contractors, installations, or other time-sensitive arrangements based solely on an estimated completion date. A delay does not constitute grounds for cancellation, refund, chargeback, or compensation.

We will communicate significant scheduling changes when reasonably possible and will never rush a project in a way that compromises its craftsmanship or quality.

Custom Orders, Cancellations, and Refunds

Every piece is built to the customer's selected dimensions, materials, design, and finish. Because of this custom nature, **all deposits, payments, and completed custom orders are nonrefundable, and all sales are final.**

Once a deposit has been paid or materials have been ordered, the project may not be canceled for a refund. Customer-requested changes may require an additional charge and may extend the estimated completion date. Changes cannot always be accommodated after materials have been purchased or construction has begun.

Natural wood variation, differences from photographs or samples, expected seasonal movement, handcrafted characteristics, or delays beyond an estimated completion date are not grounds for cancellation, return, rebuilding, refinishing, or refund.

If Peterson's Custom Woodworking determines that a completed piece has a workmanship issue affecting its structural integrity or intended function, we will evaluate the issue and determine the appropriate repair or resolution.

We celebrate the true uniqueness of every piece of solid wood furniture that is built and finished by hand in our wood shop. It is our hope that you will as well.