

Lighting Fixture Limited Product Warranty

Your Birch & Willow lighting fixture was created for you in our studio near Boston, MA. The lighting fixture was made by hand of primarily natural materials. Each fixture is created with care and quality workmanship to insure your continued enjoyment of our functional art.

Birch & Willow fixtures are sold with a Two-Year Warranty to the original purchaser. In-stock items and prototypes are sold with a industry standard One-Year Warranty to the original purchaser.

If our product fails due to a defect in material or workmanship, Birch & Willow will repair or replace it free of charge. The warranty does not apply to: (a) damage caused by accident, abuse, mishandling, vandalism; (b) units which have been subject to unauthorized repair, opened or taken apart, other than the normal relamping; (c) units not installed in accordance with directions; (d) damages exceeding the cost of the product; (e) damage caused if lamping guidelines are not followed; (f) light bulbs.

We reserve the right to charge for repair or replacement costs of items damaged through no fault of Birch & Willow. An estimate for such repairs will be quoted for your approval prior to commencing work. In the unfortunate event that a repair is needed due to acts beyond our control, the cost of shipping and handling is the responsibility of the owner. Return shipping will be charged to cover our costs.

The obligation of this warranty is limited to repairing or replacing all or any part of the product which in the opinion of Birch & Willow shall be proved defective in materials or workmanship under normal use and service.

In no case shall Birch & Willow be liable for any special or consequential damages, labor, repair or removal of defective part, or any other costs or warranty, expressed or implied.

Please contact us if you are interested in purchasing an extended warranty and or by if you have any questions or would like clarification of the above information.

Please note: the warranty does not cover any damage to fixtures left in unpacked boxes.