

SapphirePine

SapphirePine Warranty

SapphirePine products are designed and manufactured to provide years of dependable service under normal circumstances and use. SapphirePine warrants to the original purchaser that our products are free from defects in materials and workmanship for the life of the product per the specific terms of our warranty.

The SapphirePine warranty does not apply to customer or shipping damage, alteration, improper cleaning, commercial use, accident, normal movement of wood, or routine wear.

SapphirePine uses only the finest materials, including wood that is kiln-dried based on scientific standards and international norms. In response to seasonal climate variations, any solid wood will contract and expand throughout the life of the product. Our careful finishing and drying processes aim to mitigate such movement, however SapphirePine's warranty does not cover such natural variation.

In addition, any claim for splits, checking (cracks) or other issues related to the natural characteristics of wood is limited to one (1) year from date of purchase.

Subject to the limitations and exclusions herein, SapphirePine, at its discretion, will replace or repair a defective product or components with comparable product or components free of charge. This warranty is made only to the original purchaser for as long as that original purchaser owns and uses the product.

LIMITATIONS: USE/CARE

- Warranty is limited to generally accepted care and maintenance of natural wood products and environments.
- Natural wood surfaces are subject to denting, scratching, and gouging if not properly used and cared for. Warranty is subject to customer's use and care in accordance with the instructions provided in the Product Care section of www.sapphirepine.com (including, but not limited to, the care and maintenance guidelines available [here](#)).
- Stains, glazes, and lacquers will experience subtle changes in color and texture, particularly when exposed to heat and/or direct sunlight, and therefore are not covered by warranty.
- Please be aware that natural materials will change over time. We do not cover damage from abuse, exposure to moisture, excessive humidity (e.g., a steam-filled bathroom), outdoor use, changes in color, excessive exposure to sunlight, normal wear and tear, and prolonged exposure to extreme temperatures below 45° F and above 80° F.
- SapphirePine makes every effort to use only eco-friendly finishing products and processes, but this warranty will not cover adverse reactions to these products and processes.

Returns

SapphirePine will accept returns of defective or incorrect items only, and within 30 days of purchase, but as a general guideline:

We carefully inspect each item prior to shipment, and also request your inspection upon delivery. Should you discover a defect in your furniture, please contact us immediately at 510-671-1027.

The customer is responsible for return delivery costs on items that are not deemed defective by SapphirePine.

If, customer contacts SapphirePine within 30 days of purchase, and the item is determined by SapphirePine to be potentially defective, SapphirePine will cover the return delivery costs and issue a full refund of the purchase price.

Color/Grain Variation

SapphirePine strives to display as accurately as possible on its website the colors of its products. However, because the colors you see will depend on your display unit, SapphirePine cannot guarantee that the display of any color will be accurate. The beauty of natural materials is that they are unique.

Color and/or grain dissatisfaction will not be a valid reason for a return.

Repair

For damage not covered under the warranty, and within one (1) year of purchase, SapphirePine will endeavor to repair the item at a cost of \$100/hour, but makes no guarantee the item can be fully repaired.

WARRANTY - LIMITATIONS

TO THE EXTENT PERMITTED BY APPLICABLE LAW, ALL IMPLIED WARRANTIES, INCLUDING WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE DISCLAIMED. ANY IMPLIED WARRANTIES, INCLUDING WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, THAT CANNOT BE DISCLAIMED UNDER STATE LAW ARE LIMITED TO 12 MONTHS FROM THE DATE OF PURCHASE. THERE IS NO OTHER WARRANTY OR CONDITION EXPRESS OR IMPLIED, STATUTORY OR OTHERWISE, EXCEPT SUCH AS IS EXPRESSLY SET FORTH HEREIN. NEITHER SAPPHIREPINE NOR ITS REPRESENTATIVE(S) MAKE ANY OTHER WARRANTY, EXPRESS OR IMPLIED, AS TO THE PERFORMANCE OR LIFE OF SAPPHIREPINE PRODUCTS, WHETHER OF MERCHANTABILITY, FITNESS FOR A PARTICULAR USE OR OTHERWISE, THAT EXTENDS BEYOND THE WARRANTY PERIOD LISTED ABOVE.

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