

Limited Warranty

Whisperwood (“Company”) takes pride in the quality and craftsmanship of its work. This Limited Warranty describes the warranty provided with furniture and other products purchased directly from Whisperwood.

1. Limited Workmanship Warranty

Unless a different warranty period is stated in the applicable proposal or invoice, Whisperwood warrants to the original purchaser that the product will be free from defects in workmanship for a period of **[two (2) years]** from the date of delivery.

If a covered defect in workmanship is identified during the warranty period, Whisperwood will, at its discretion, repair the affected product, repair the affected component, or provide another reasonable remedy.

2. What Is Covered

This Limited Warranty applies to defects resulting directly from workmanship or fabrication under normal residential use.

Examples may include:

- A structural joint failing because of a workmanship defect;
- A component separating because of improper fabrication;
- A hardware installation defect attributable to Whisperwood;
- A finish failure resulting from improper preparation or application.

3. What Is Not Covered

This warranty does not cover damage or changes resulting from:

- Normal wear and tear;
- Accidents or abuse;
- Misuse;
- Neglect;
- Improper cleaning or maintenance;
- Unauthorized modification or repair;
- Exposure to excessive moisture;
- Prolonged exposure to direct sunlight;
- Excessive heat;

- Outdoor use unless the product was specifically designed for outdoor use;
- Improper storage;
- Failure to follow provided care instructions;
- Environmental conditions outside the product's intended conditions of use.

Natural characteristics of solid wood are also excluded from warranty coverage. These include, but are not limited to:

- Normal seasonal expansion and contraction;
- Changes in color;
- Changes in grain appearance;
- Mineral streaks;
- Knots and other natural characteristics;
- Minor checking or surface cracks that do not materially affect structural integrity.

4. Finish and Appearance

Finishes are subject to normal wear and environmental effects.

Over time, wood and finishes may change in color, sheen, or appearance. Such changes are normal and are not considered defects.

5. Warranty Claims

To make a warranty claim, Customer should contact Whisperwood promptly after discovering the issue and provide:

- Customer name;
- Purchase information;
- Description of the issue;
- Photographs or video when appropriate.

Whisperwood may request additional information or inspect the product before determining whether the issue is covered.

6. Remedy

Whisperwood's obligation under this Limited Warranty is limited, at the Company's discretion, to repair, replacement of the affected component, or another reasonable remedy.

The Company will make reasonable efforts to match original materials and finishes when repairs are required. Exact matching may not be possible because wood is a natural material and may change appearance over time.

7. Transfer of Warranty

Unless otherwise stated in writing, this Limited Warranty applies only to the original purchaser and is not transferable.

8. No Other Express Warranty

Except as expressly provided in this Limited Warranty, no additional express warranty is made.

Nothing in this Limited Warranty is intended to exclude or limit any warranty or consumer right that cannot legally be excluded or limited under applicable law.
