

TRUE NORTH

FURNITURE CO

LIMITED LIFETIME WARRANTY

Furniture Care Instructions

Wood is a living product that changes and ages over time. Checks and small cracks are normal in the aging process and are not considered damage. With regular care and a stable environment, True North Furniture can be enjoyed throughout a lifetime of daily use. Thank you for choosing True North Furniture - *furniture for life*.

Protection

True North Furniture is protected with a high quality pre catalyzed clear satin lacquer that exceeds Canadian standards. This finish provides a highly durable barrier to many common elements, however any finish will breakdown from prolonged exposure or unusual abuse.

Finishes

In regards to light colored (painted) tinctures, be aware that there is a possibility of the knots bleeding through the color. This is a natural characteristic of solid wood **and is not considered a warranty issue**. Bleed through will occur on all tinctures but is especially noticeable on Baby White, Butter cream, Bluenotes, and Leafy Green. It is not recommended to apply (painted) tinctures to any top, seat, or high wear area. Tinctures are not paint and will wear over time, **this is not a warranty issue**. Please inform any customers interested in the lighter tinctures, such as Baby White, Buttercream, Bluenotes, etc. of the possibility of this phenomenon.

Cleaning

Never use abrasive cleaners or household cleaning products on any finished product. In most cases spills should be wiped up with dry soft clean cloth, wipe again with a damp clean cloth. Waxing is not required; however, use of bees wax will help to preserve the color and protect against damage. Apply bee's wax as per manufacturers instructions.

- Never use an abrasive cleaner, or material, on any finished product.
- Avoid soap and water.
- Never use household cleaners.

Damage and Repair

Deep scratches or gouges can be repaired by applying a matching stain to affected area. Contact your retailer to obtain matching stain. Do not use stains from other sources. For extensive repair please contact your authorized True North Furniture retailer. Unauthorized repair work may void the Life Time Limited Warranty.

Common Causes of Damage:

- Heat directly applied to surfaces.
- Direct Sunlight for prolonged periods.
- Above average room temperatures or cyclic changes in temperature.
- Liquid spills if not removed promptly.

Limited Lifetime Warranty

True North Furniture Co. warranties all components, parts, and finishes for the original purchaser for the life of the product. All goods are deemed to be free from material and manufacturing defects only.

The **Limited Lifetime Warranty** provides coverage to the original purchaser only and covers only defects from normal household use and conditions. Non-residential use is not covered under this Warranty, in addition, damage from misuse, neglect, incorrect maintenance, abuse, or incorrect care and maintenance is not covered.

The **Limited Lifetime Warranty** does not cover damage to the finish from water, exposure to sunlight, heat directly applied, liquid spills, above average room temperatures, or application of any after factory applied treatment.

If defects are found it is the sole option of True North Furniture Co. Ltd. to repair or replace the item at True North Furniture Co. own cost. Prior to any repair or replacement, the item must be inspected by an authorized representative of True North Furniture Co. Ltd. Claims under the Limited Warranty must be approved by True North Furniture Co. Ltd. True North Furniture will not be responsible for shipping costs to or from the consumer's location for work completed under the Life Time Limited Warranty.

For additional information please contact your retailer.

True North Furniture Co. Ltd.

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