



QUALITY GUARANTEE AND PRODUCT INFORMATION

HOMEWOOD gives all customers a full 5 year quality guarantee covering materials and workmanship. It is important to understand information in this document – it could affect your guarantee cover. Within the first week of receiving your furniture, please be certain to treat, oil or clean it as indicated in our guide.

We are able to give our guarantee due to the following:

- **WOOD USED** – we have chosen selected **hardwoods** with which to work. These were selected specifically for their durability, stability in use and amazing grain formations.
- **MODULAR CONSTRUCTION** – our outdoor furniture is, wherever possible, of modular design, using mechanical jointing systems. This reduces the chance of glue joint failure in wet environments and allows us to easily replace failed or worn components.
- **FINISHING** - a **water-based or oil finish** is used on our furniture, which are more durable than varnishes, still offering a high degree of surface protection and retaining the raw beauty of the timber. Topical refinishing is possible with oil. Damaged Rystix items may need full surface re-treatment.
- **CRAFTING** - each item is **skilfully hand-crafted**, thus a lot of care and attention is paid to quality.
- **EXPERTISE** – the factory is staffed with **skilled people**, some of whom have been trained for a year at a woodworking college. They are then apprenticed, with experienced guidance for 6 months. The owner holds a **B.Sc. in Wood Science (Cum Laude)** from the University of Stellenbosch, thus all technical aspects of wood and furniture production are well covered.

CHARACTERISTICS OF OUR NATURAL PRODUCTS

The story of a tree is in its wood – why would you want to change it? One of the unique features of wood and other natural products is that **they assume a character of their own with age**. Each product will have its own markings and characteristics (including knots, colour variation and interesting grains) which will often increase or decrease in dimension over time. These are features and not faults, purposely included in our designs, to ensure the individuality of each piece of wood used to make our furniture.

- This means however that **all our products require some care**. The frequency of maintenance is up to you - it depends on the rate at which you want your furniture to mature and gain that aging character. The more frequently you maintain it, the slower the aging process. Please be aware that certain aging features include some checking, change in colouration and some change to shape and dimensions.

- The finishing of each item is done with great care and skill. All items are treated with the finest quality finishes which penetrate the wood and give it long lasting protection and beauty. On-going **maintenance is covered later**.

ACCEPTABLE CHARACTERISTICS THAT MAY OCCUR OVER TIME

As you have bought a natural wood product some natural maturation effects are expected. These are known as acceptable defects, or characteristics adding to the character of the furniture item. These include:

CHARACTERISTIC	DEFINITION	PREVENTION
Surface checking & end checking	A surface check is a hairline crack no wider than 2mm only on the surface (does not penetrate all the way through the wood). An end check is where the check starts on the end grain surface and advances inwards (may go all the way through the thickness of the plank) – no wider than 2mm and advancing 50mm into the plank.	This is part of the aging of wood. It is unavoidable over time but can be managed with the correct oiling/maintenance regime. Sunlight, dry air and change in season are the main causes of checks – these checks will move (open and close) over time (dry season they open, wet season they close).
Colour & colour change	Colour refers to the natural colouration of the wood and its grain. Colour change is the change in colour of the wood from its original state. It includes moisture induced leaching of oxides and tannins in wet conditions.	We cannot guarantee the natural colour of the wood. Colour is certain to vary between planks and items. Colour change is part of the aging of wood. Most woods will darken over time. If the wood is not oiled enough and is exposed a lot to the sun – it will get sun burned and turn a silver grey.
Wood movement	Wood is a living substance and shrinks and swells throughout the seasons. It will shrink when it dries out and swell when it gets wet. This phenomenon can result in furniture components getting too loose or too tight.	All our furniture with mechanical jointing is designed to cope with wood movement. If the wood shrinks the joints must be tightened and loosened if the wood swells.
Minor warping & bending	This covers changes in the shape and dimensions of a piece of wood over time. It is caused by the grain direction and change in climatic conditions (i.e. shrinking and or swelling).	Some warping can be expected over time and across seasons, but it must be within reason - see table below. Following the maintenance regime should prevent this.





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UNACCEPTABLE DEFECTS THAT MAY OCCUR (COVERED UNDER GUARANTEE)

From time to time there may be a situation where an unacceptable defect may occur. These defects will be covered under our guarantee and the furniture items will either be repaired or replaced depending on the extent of the defect. These include:

UNACCEPTABLE DEFECT	DEFINITION	REMEDY
Cracking	A crack is an opening in the wood more than 3mm wide and opening up through the piece of wood (you can see light) and is covered by guarantee.	The component will be either repaired or replaced.
Broken components	If the furniture is used as it is intended (no dancing on the tables) and any component breaks during normal use – it will be fully covered.	The component will be replaced.
Corrosion & breakage of attachments & fasteners	All fasteners and attachments used such as hinges and bolts are corrosion resistant. If they do rust or break under normal use they fall under guarantee.	The attachment or fastener and any damaged components will be replaced.
Major warping & bending	If the wood warps or bends drastically (more than 5mm per one metre of length) it falls under guarantee.	The component will be either repaired or replaced.

UPHOLSTERY & ROPING

Note upholstery is not guaranteed.

All weaving workmanship on roping is guaranteed for 2 years – this guarantee does not cover the colour of the rope or sag.

FURNITURE PLACEMENT

Uneven flooring will cause misalignment of doors and drawers. To prevent this, we include adjustable feet and hinges in our designs where possible. Our delivery staff are also trained to adjust and set said units once placed in final position.

FURNITURE MAINTENANCE

The two main elements responsible for deterioration of wooden furniture are the sun and changes in atmospheric conditions. **For more specific coating maintenance care, please refer to our Wood Coating Table relevant to your product.**

HOMWOOD outdoor furniture is designed for all area usage use, but it will age over time - upkeep will be required.

HOMWOOD indoor and covered patio furniture, whilst requiring less attentive care, should be cleaned on a regular basis to prevent drying and soiling.

Please ensure you know the application your furniture is designed for. We cannot guarantee items not placed in the correct environment. **If you are in any doubt, please contact us.**

CUSTOMER SERVICE

Requested process of defect reporting and actions to be taken:

- Customer to contact showroom where the furniture was purchased to report defects
- Customer to email photograph of defect along with details of defect
- HOMWOOD to determine if the defect warrants further investigation (is it covered under guarantee?)
- HOMWOOD to pass the defect report to HOMWOOD Service Team if warranted
- HOMWOOD Service Team to investigate, evaluate the defect, and when warranted - to set up a visit to the customer to take appropriate corrective action
- If it is a simple component failure, HOMWOOD will courier a replacement component to the customer (within 2 weeks) for the customer to replace defective part/s
- If more serious, but it can be repaired on site, this will be done within 2 weeks
 - If it cannot be repaired on site – HOMWOOD will, wherever possible, provide a replacement item and remove the defective item for repair or final replacement



LIABILITY DISCLAIMER

HOMWOOD does not guarantee products against colour running, colour change, or absorption by the wood over time, especially for customers that request stains, colours or special finishes to be used on wood. Leaching of natural oxides and tannins - particularly in outdoor applications - can occur. Please protect vulnerable surfaces.

HOMWOOD will not be held liable for any degradation, damages or injuries that occur with furniture not maintained or used as it was intended.

Any customer modifications (of any nature) to the product will negate this guarantee.

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