

## BERMEX CARE & WARRANTY INSTRUCTIONS

### IMPORTANT TO READ

Congratulations on your choice of furniture! Purchasing of a piece of furniture from Spring Hill is a wise choice when you are looking to acquire unique, quality Canadian solid wood furniture. The attention to detail is a daily preoccupation that we take seriously. Each individual element that comes together in the conception of one single piece of furniture is inspected and held up to the highest standard of quality. Nothing will leave the factory until it is a finished product that we would be proud to bring into our own homes.

**Solid Birch:** Experience the unparalleled uniqueness of Solid Birch. Each piece of wood used to create your furniture has its own distinct look and personality, with its own variation in grain and color, so it can never be duplicated as each tree is unique.

#### **Advantages:**

- Coming from North America, it is perfectly adapted to our climate
- Kiln-dried to 7% humidity, to help prevent from any future warping
- Can be repaired and restored to its original beauty unlike veneer

#### **Preventive Maintenance:**

- Like the environment, your Spring Hill furniture needs to be nurtured and protected! Sunlight is one of nature's elements that can cause damaging effects to your new furniture. It is preferable not to expose your furniture to direct sunlight for long periods of time and to leave your table leaf extensions in place as to ensure the uniform aging of your finish.
- Please note that the catalyzed varnish can take up to 30 days to harden completely. You should be extra careful on using your table for that period of time.
- **IMPORTANT:** Like all wood surfaces, do not leave any liquid for a period of time on table tops, nor hot or cold contents.
- Solid wood is like nature, please no chemicals (i.e. Windex•) or polish; for cleaning, simply use a damp cloth only followed by a dry soft cloth.
- Each tree is unique. Therefore, solid wood (Birch) furniture cannot be uniform when it comes to finish. Uniqueness makes the beauty of wood. Solid wood table tops expand and contract with variations of temperature and humidity, therefore Spring Hill will not replace as defective a table top that

has a slight gap in the center or at the edges where two table halves and extension leaves meet.

- It is important to maintain a humidity level of approximately 40% in your home (more or less 10%). This will protect your furniture from cracking. If humidity level is inadequate, your table may stretch slightly. When humidity level returns to normal, your table will take up its initial look. Humidity levels can also play a factor on the longevity and beauty of natural wood. The lack of humidity causes wood to contract and too much will make the wood expand. A constant fluctuation in humidity can eventually cause damage to your furniture. Keeping your home at a constant humidity level, ideally around 40%, will greatly increase the life and natural beauty of your solid wood furniture. Avoid placing your furniture too close to heating ducts and air conditioners.

**Accidents:**

You cannot prevent accidents but you can avoid certain things: It is important to avoid putting any extremely hot or cold objects in direct contact with a wood surface and to immediately wipe away any spilled liquids. These kinds of accidents can cause an immediate discoloration to the wood finish and may cause permanent and irreparable damage.

**Warranty:**

All Spring Hill furniture is guaranteed for one year against all manufacturing defects. In addition to a standard one year warranty on all furniture, Spring Hill chairs also come with a ten (10) year limited warranty against any manufacturing defects on the construction of each chair frame. All damages such as scratches, gashes, broken corners, finish or fabric imperfections due to manipulation and/or transport by the manufacturer must be claimed within 7 days from the date of delivery to the consumer in which Spring Hill will repair and/or replace the product with an equivalent in quality and in nature. Any claim received after this delay will automatically be refused. This standard limited warranty offered on all Spring Hill furniture, as well as the ten (10) year limited warranty on all chair frames, are non-transferable and only valid to the original owner from the date of delivery to the consumer. Any damages caused by fire, negligence, inadequate cleaning or usage and/or damages caused by industrial use are not covered by the Spring Hill Warranty.