

# **NORTHSTAR COUNTERTOPS BUTCHER BLOCKS LIMITED WARRANTY**

Northstar Countertops, LLC ("Northstar") warrants to the buyer that its butcher block panels shall be free of defects in material and/or workmanship attributable to manufacture. If a manufacturing defect is found, Northstar may, at its discretion, either provide credit or replace defective product(s). Northstar should be notified promptly of the defect and supplied a copy of the invoice and delivery receipt. Northstar shall in no event be liable for incidental or consequential damages.

## **PROVISIONS UNDER THIS LIMITED WARRANTY**

Butcher block panels are guaranteed against milling and grading defects in accordance with the following:

- This limited warranty is NON-TRANSFERABLE and granted to the original purchaser only.
- Damage caused by or resulting from installation is NOT warranted.
- Installed product is considered accepted by the purchaser and, as such, is NOT covered under the warranty.
- This limited warranty will expire (1) year from the DATE OF PURCHASE.

## **PROTECTION UNDER THIS LIMITED WARRANTY**

In the event any portion of the butcher block panel should fail with respect to the provisions of this warranty, Northstar, at its sole discretion, will either replace defective product or provide a credit equal to the amount of purchase price. Northstar reserves the right to secure the services of an independent certified inspection service to inspect, remove samples for technical analysis, assess and validate reported defect claims. Northstar is not liable for any indirect, incidental or consequential damages arising from or relating to its sale of any products.

## **PURCHASER/INSTALLER OBLIGATIONS**

Prior to and following installation of any wood product, the purchaser/installer must determine that the environment meets certain conditions. These conditions include, but are not limited to, the following:

- The environment must be controlled to temperature (60°F - 80°F) and relative humidity {30% - 50%} standards for at least five (5) days prior to installation and throughout the life of the product.
- Prolonged water contact (i.e. standing water on product surface) is not advisable

Surface treatment and/or finish application is done at the discretion of the purchaser. Northstar makes NO recommendation regarding product finishing.

## **LIMITED WARRANTY DISCLAIMERS AND EXCLUSIONS**

- Wood is a natural product and, as such, will vary in appearance. These variations are not covered under the warranty. Variation can be due to species, growing conditions, exposure to ultra violet (UV) light or sunlight, or other factors. For these reasons, newly installed wood products may not perfectly match other wood products, such as cabinets, stair parts, trim and moldings.

- Surface damage or thickness reduction resulting from use as a working butcher block is not considered surface wear.
- Wood products are susceptible to damage as the result of exposure to moisture. This warranty excludes moisture damage including shape distortion, or any other moisture-related issue. Such moisture damage may result from, among other things, broken or leaking pipes, spills, cleansers, weather conditions or natural disasters.
- Product contains cured bond lines consisting of water resistant cross-linked polyvinyl acetate emulsion adhesive, which meets ANSI Type II standards. The product is warranted against bond line de-lamination in accordance with normal use set forth in this document. Under 21CFR175.105, the United States Food and Drug Administration prescribe no limitations on polyvinyl acetate.
- Damage due to improper transportation, storage, installation, extreme indoor conditions (e.g. extreme heat, cold dryness or moisture), extreme sunlight, poor workmanship by the installer, or any other accidental cause are NOT covered by this warranty.
- This warranty does not cover indentations, scratches, naturally occurring wood discoloration, damages caused by spills, accidents, negligence, misuse, abuse, or any extreme environmental conditions.
- Northstar assumes no liability for, and this warranty specifically excludes, any claims for indirect, incidental or consequential damages.
- Under no circumstances shall any liability of Northstar arising out of or relating to the purchase of butcher block panels exceed the total sum paid by the purchaser to Northstar for the product at issue.

**THE REPAIR OR REPLACEMENT OF DEFECTIVE GOODS CONSTITUTES NORTHSTAR'S ENTIRE OBLIGATION. THERE ARE NO OTHER WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING ANY WARRANTY OR MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.**

