

## Warranty Policy

emark wants you to absolutely be happy with your purchase. Therefore, we extend a two-year limited warranty on all of our products.

Our crafters inspect and hand-select each and every piece of wood from the source to ensure each piece is perfect before they start building. Each product is designed, built, inspected, then packaged and shipped to your door. Products that are made from natural hardwoods may have variation. Differences in grain character and color among wood, stone, and minerals are naturally occurring variations and are not within our control. Exposure to extreme temperature changes or direct sunlight may cause surface damage.

Damage caused during moving, or installation is not a defect and will not be considered as such. This warranty does not cover installation or any other labor charges associated with the repair, removal, reinstallation or consequential damages. The warranty does not cover product failure caused by abusive treatment, surface scratches, misuse, neglect or damage due to handling or faulty installations.

emark believes in quality, but every now and then we accidentally let a less than perfect product squeeze through our extensive quality control process. If you end up with one of those products, simply contact us and we will send you a replacement at our expense. Slight damage from normal wear and tear is to be expected of wooden products and is not covered under warranty.