



Warranty policy

JONH[®]

J.O. NOËL HOULE & FILS

Our warranty

The solid wood products offered by J.O. Noël Houle et fils inc. are made with pride from high quality wood. They are assembled in a humidity-controlled environment in accordance with the highest standards of woodworking. Each piece is inspected before delivery to ensure that it meets our quality standards.

We offer a limited warranty of one year from the date of purchase on certain products.

To certify a defect, the product must be viewed from a minimum distance of 4 feet. Any natural wood defect that can be seen from less than 4 feet away will be considered acceptable and will not be covered by warranty.

The warranty applies to manufacturing defects only. We will replace or repair at our factory, at our option, any product that meets our warranty criteria. An inspection by our team is required to confirm that the defect is due to manufacturing. If the warranty applies, we will cover the cost of transportation to and from the original delivery address only. The warranty is limited to the repair and/or replacement of the product. Any other costs or inconvenience are not covered by the warranty.

Products eligible for warranty

The warranty covers the products listed below. If a product is not listed, please contact us to verify if the warranty applies.

- ✓ Countertops and islands in edge grain or in panels
- ✓ Edge grain cutting boards
- ✓ Other (shelves, panels, stair components)

Exclusions

The following is a list of exclusions to our warranty policy. Product replacement or repair will not be provided for the following situations:

- ⊗ Any natural wood defect visible at less than 4 feet
- ⊗ Any form of stain (water stains, wine, food, ink, etc.)
- ⊗ Fading due to the use of domestic cleaning products
- ⊗ Fading due to excessive sun exposure
- ⊗ Scratches and dents not caused by manufacturing
- ⊗ Food cutting on hickory, ash or oak
- ⊗ Cutting board or countertop less than 1 1/4" thick
- ⊗ Cutting boards oiled elsewhere than at J.O. Noël Houle et fils inc.
- ⊗ Varnished product on which one side or more is not finished
- ⊗ Finished product by J.O. Noël Houle et fils inc. that has been cut, altered or modified and has not received a new finish
- ⊗ Undermount sink drilling varnished
- ⊗ Undermount sink drilling with Rubio oil finish WITHOUT epoxy
- ⊗ Counter/island with a cantilevered section without adequate reinforcement

Your responsibility

You have an important role to play in maintaining the quality of our products. In order to preserve your warranty, it is your responsibility to ensure that you comply with the following points:

- 1) You must make sure to inspect any product upon receipt and notify us of any manufacturing defects before signing the invoice. There will be no refund or replacement of the product if the invoice is signed without inspection.
- 2) You must preserve unfinished products in packages until they are finished. Finishing on all surfaces (edges) without exception is required upon unpacking. If you have to recut or modify a product finished by J.O. Noël Houle et fils Inc. you must apply a finish on the altered parts of the product otherwise the warranty will no longer apply.
- 3) You must preserve our finished and unfinished products in an adequate place by respecting a rate of humidity varying between 35% and 55%. If a product is exposed to a non-conforming humidity level, no warranty will apply. An inadequate humidity level could cause warping, delamination of glue joints, stains, cracks or splitting.
- 4) You must ensure proper care of the product. Domestic products found in large stores are not suitable for wood surfaces. You must ensure that the surface is properly maintained with the right products.

We cannot be held responsible for damages resulting from improper use, inadequate maintenance, accident, intentional breakage or exposure to extreme temperatures. However, we will gladly replace or repair any product with a manufacturing defect.

If you have any questions or inquiries regarding the warranty policy, please
contact us at 1(800)565-6273

For maintenance instructions, ask your sales representative or refer to the
Maintenance Guide available on our website www.mouluresjonh.com

