WARRANTY · ARCHITECTURAL MILLWORK

Wood & Butcher Block Countertop Limited Warranty

One-year, material-only coverage for Unique Wood Products solid hardwood and butcher block countertops · Effective for purchases on or after January 1, 2026

COVERAGE SUMMARY

Unique Wood Products warrants to the original purchaser that its solid hardwood and butcher block countertops will be free from defects in material and workmanship for a period of **one (1) year** from the date of purchase. Within this period, UWP warrants the integrity of the glue joints, the accuracy of milling and dimension, and the grading of the wood against the order specification. A countertop that is properly installed, sealed, and maintained will not develop significant glue-joint separation or pronounced warping, cupping, or bowing under normal interior residential use.

> **THIS IS A MATERIAL-ONLY WARRANTY**
> Coverage extends to the countertop material only. The sole remedy is repair, replacement, or refund of the affected material at UWP's option. UWP is not responsible for measuring, fabrication of field cut-outs, removal, reinstallation, refinishing, plumbing, or any labor or consequential cost arising from a claim.

A NATURAL MATERIAL — BUYER & INSTALLER RESPONSIBILITY

Wood is a natural material; no two boards are alike. Color, grain, figure, mineral streak, and sound knots will vary from board to board and from any sample, photograph, or showroom display — this variation is the character of solid wood, not a defect. Industry standards permit grading deficiencies not to exceed **five percent (5%)** of any given top. The purchaser and installer are responsible for inspecting every countertop for grade, color, grain, dimension, and finish before installation. If a top is questionable, **do not install, cut, seal, or modify it.** Installation constitutes acceptance.

ACCLIMATION

Wood countertops require a minimum acclimation period of **seventy-two (72) hours** inside the conditioned space where they will be installed, laid flat and fully supported. Tops must never be stored or leaned upright against a wall, which induces uneven moisture exchange and permanent bowing. Do not acclimate or install in an unconditioned space or over a freshly poured or wet substrate.

ENVIRONMENTAL REQUIREMENTS

The installation environment must be maintained between **35% and 55% relative humidity** at all times — before, during, and after installation. Like all solid wood, a countertop expands across its width in humid seasons and contracts in dry ones; the installation must allow for this movement (slotted or oversized fastener holes, no rigid full-width glue-down). UWP declines responsibility for movement, checking, or splitting that results from a job-site environment outside this range.

SEALING, FINISH & CARE

Wood countertops are a working surface and must be sealed and maintained to remain covered. The owner is responsible for the following:

- **Keep the top sealed.** An oil-finished top must be re-oiled on a regular schedule; a film-finished top must be kept intact and resealed if the film is breached. A top allowed to dry out or go unsealed is not covered.

- **No standing water.** Wipe spills immediately and never let water pool at seams, sink cut-outs, or end grain.
- **No direct heat.** Always use trivets and hot pads; never set hot cookware directly on the wood.
- **Seal every cut-out.** Sink, faucet, and cooktop cut-outs must be sealed with 100% silicone and kept intact. Unsealed cut-outs void this warranty.
- **Clean gently.** Use a damp cloth and mild soap only — no abrasive pads, bleach, ammonia, or harsh chemical cleaners.
- **Cut with care.** Do not cut directly on a finished top unless it is a designated end-grain chopping surface.

WARRANTY EXCLUSIONS

This warranty does not cover:

- **Outdoor or unconditioned use.** Any product installed outdoors, in an unconditioned space, or exposed to weather — warranty is void in all such applications.
- Damage from excessive or direct heat, standing water, steam, plumbing or appliance leaks, flooding, or improper sink / cut-out sealing.
- Surface damage from use — scratches, dents, knife marks, stains, burns, or abrasion.
- Failure to maintain the finish, including failure to re-oil or reseal on schedule.
- Natural color change from light or UV exposure (mellowing, ambering, or fading).
- Naturally occurring characteristics — mineral streaks, color and grain variation, figure, distressing, and sound knots.
- End-grain checking and minor seasonal movement inherent to solid wood.
- **Failure to maintain interior relative humidity between 35% and 55%.** Movement, cracking, splitting, cupping, or delamination caused by humidity outside this range voids this warranty.
- Inadequate cabinet or substrate support, failure to allow for wood movement, or any installation not following UWP's countertop installation guide.
- Field modification, refinishing, or alteration of the product after delivery.
- Commercial, institutional, or rental-property use — this warranty covers residential interior use only.

CLAIMS PROCEDURE

Warranty claims must be submitted in writing to **info@uniquewoodproducts.com** within **thirty (30) days** of discovering the defect, and no later than the expiration of the warranty period. Claims must include: (1) the original invoice or order number; (2) clear photographs of the affected countertop in place; (3) a written description of the job-site conditions, including measured relative humidity and the finish and care regimen used; and (4) the installer's contact information. UWP reserves the right to inspect the installation before approving any remedy.

REMEDY

The sole and exclusive remedy under this warranty is, at Unique Wood Products' option, **repair, replacement of the affected material, or refund of the original purchase price** of the defective countertop. As a material-only warranty, UWP is not liable for labor, measuring, fabrication, removal, reinstallation, refinishing, plumbing, or any consequential or incidental damages of any kind.

DISCLAIMER OF IMPLIED WARRANTIES

Except as expressly set forth above, Unique Wood Products makes no warranty, express or implied, including but not limited to warranties of merchantability or fitness for a particular purpose. All warranties not expressly stated herein are disclaimed. Use of stain, filler, or putty stick for touch-up during installation is considered normal trade practice and is not a defect.

GOVERNING LAW

This warranty is governed by the laws of the State of Texas. Any dispute arising under this warranty shall be resolved in Harris County, Texas.