

# CREATIVE WOODWORKING

## Custom Wood Doors

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Twiningdoor.com

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### General Information

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#### Terms Of Sale

Orders are accepted by fax, email or mail only. Orders require a minimum 50% deposit prior to production with balance due to be paid upon delivery of the product.

#### Lead Time

For standard unfinished orders, allow 10 to 15 working days from date of order confirmation. For custom finish orders please allow 15 to 20 days from date of order confirmation. Lead times subject to availability of raw materials.

#### Freight

UPS Freight charges will apply, and vary. Delivery on our truck is available for \$1.00 per mile. Delivery from our truck within 50 miles of Twining have no additional charges.

#### Limited Warranty

At Creative Woodworking we take pride in our products. Every product has our years of experience and knowledge at every step. All of our wood products are custom made at the time of order from quality, locally sourced furniture grade, kiln dried lumber. Wood, being a natural product may have variations in grain texture, grain pattern, grain color and may contain mineral deposits. These variations are considered acceptable. Doors up to 22 inches in width and/or 45 inches in height are warranted against warpage up to 1/4" or more for one (1) year from delivery date. Doors over 22 inches in width and/or 45 inches in height are not warranted against warpage. Slab products are not warranted against warpage. Wood naturally reacts to changes in climate, temperature, and humidity by expansion and contraction. Warranty does not cover the effects of wood's natural behavior of expansion and contraction. Warranty does not cover cost of shipping, labor, installation, preparation or any other cost incurred. Warranty does not cover damage caused by alterations, improper storage & handling, abuse or any other mishandling. Warranty covers replacement of defective product only, pending our approval, after inspection of defective product.

#### Claims

At Creative Woodworking we put a great amount of effort into the production of our products to ensure they are manufactured to the specifications and standards our customers expect. Any claims, nonconformances, or shipping damage must be reported within five (5) business days of delivery to ensure timely product replacement. Products claimed to be defective must be returned to us for inspection to determine the root cause of the issue before repair/replacement will be approved. We are not responsible for return freight charges.

#### Returns/Refunds

Due to the custom nature of our wood products we do not offer refunds or returns.

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