

Product Warranty

Matthieu LeBlanc – Reclaimed Wood Creations sources its wood almost exclusively through reclaimed or salvaged means, allowing the material to experience a second life. It's through the unique features prevalent in this type of wood, which most people would consider undesirable, that Matthieu LeBlanc's creations find their unique character. Natural variations in grain, colour and shape are to be expected. Other natural occurrences in the wood such as spalting, colouring, pitch pockets and knots are not only welcomed, but sought after. These are not considered to be defects.

Once a piece of wood has been selected, it will undergo a drying process that will include spending time in a kiln. During this time the piece will often experience "checking", cracks that appear in the piece due to the wood contracting at different rates as the moisture leaves the material; this is a natural step in the drying process. Once the piece has undergone this process, it will be shaped by hand, sanded to the desired smoothness, finished, and cured. It is important to note that although the wood is no longer alive, it will still react to its environment; i.e. contraction and expansion of the wood due to the presence or lack of moisture in its surroundings. This may cause the existing checks to widen or close, and possible new small ones to appear. This, however, will not compromise the structural integrity of the piece, therefore not considered a defect, and not covered under the warranty.

Matthieu LeBlanc – Reclaimed Wood Creations will extend to the original purchaser a warranty of one year from the date of possession the repair or replacement of any furniture which is defective in material or craftsmanship. The decision to repair or replace will solely be at the discretion of Matthieu LeBlanc – Reclaimed Wood Creations. Should it be deemed that repair is impractical, Matthieu LeBlanc – Reclaimed Wood Creations retains the right to replace the defective item with a similar item. Custom items fall under the discretion of the manufacturer. Your original sales receipt will be required. Please note that Matthieu LeBlanc – Reclaimed Wood Creations that have been damaged or poorly maintained will not be covered under the warranty; the warranty applies to furniture purchased and used for its intended use. The warranty doesn't apply to normal wear and tear, water marks, or damage occurred once the piece has been delivered. Damage caused by harsh or abrasive detergents is not covered under the warranty.