



Countertop Warranty

All our solid wood countertops are made to measure by skilled and experienced artisans using quality materials and state-of-the-art technology. We are proud to offer wood panels designed for function and durability as long as they are properly installed and maintained.

Being a natural product, your countertop must be installed to allow for dimensional changes caused by seasonal fluctuations in relative humidity. Rapid dimensional changes in wood fibers can occur with the changing of the seasons. Therefore, it is critical to minimize these changes by regularly applying a protective coat of an appropriate finishing product and by maintaining the relative humidity in your home between 40% and 60%. Failure to protect the countertop surface or to maintain the relative humidity within the adequate range can result in damage such as cracking and even separation of the wood strips.

Variations in color and grain are inherent characteristics of natural wood. As such, color and grain in finished products may vary from our wood samples or the wood images on our website. The characteristics of our most popular wood species are described on our website. Variations in wood color or grain, the presence of small knots or small pockets of resin are not accepted as justification for the return or refusal of a countertop.

Limitations of the warranty

The warranty covers manufacturing defects up to one year following purchase. It does not cover cracking and splitting of wood panels that:

- A. do not have a protective coating applied by a Bizier technician;
- B. are not installed by Bizier or following our installation instructions within seven days following shipment from our shop;
- C. are not maintained following the maintenance regime outlined by Bizier;
- D. are installed in an area where the relative humidity is not maintained between 40-60%.

Shipping, reception and preparation for installation

- Shipping is done through delivery companies. Upon receiving your wood panel, please **ensure that the package is in perfect condition**. If not, **do not accept it**. The delivery company will return it to Bizier and a new counter will be shipped to you. If you accept the delivery of a damaged package and there is also damage to the wood panel, you declare to have received the panel in good condition and you will assume all costs for return and any needed restoration.

- If storage is necessary, we recommend protection against any extreme changes in relative humidity by completely sealing the entire countertop in shrink wrap. A wood panel stored for more than 7 days prior to installation is not covered by the warranty.
- Where applicable, the underside of a panel is indicated with a stamp of our logo or with an X marked in pencil. It is important to read and understand the instructions before proceeding with the installation of a countertop.

Please download the related pdf documents for additional information:

Installation instructions for a Bizier wood countertop

Maintenance guide for wood countertops

Restoration guide for wood countertops