

WARRANTY

For over two decades, TMC has manufactured products to the highest quality standards using our passion for design, engineering, craftsmanship and sustainability. We build-to-last in the most demanding institutional environments. Our family-owned company has grown on a foundation of service and long-lasting relationships with customers repeatedly ordering from us and telling friends about TMC's quality. If you are ever dissatisfied with a TMC product for whatever reason, please contact us - we want to make things right for you.

- Sherri & Blake Ratcliffe, Owners, The Makers Creative

TEN-YEAR WARRANTY

All TMC products are warranted to be free from defects in material and workmanship for a period of ten years from the date they ship from our factory. During the warranty period, TMC will, at its discretion, repair or replace defective products. The TMC warranty is against defects in workmanship that would lead to veneer lifting or peeling, glue joint failure, and wood joints pulling apart. This warranty also covers the lifting of plastic laminate, linoleum or other surface material from substrate, but we can only underwrite the original manufacturer's guarantee against scratching, chipping and material defect. TMC uses finishing methods that highlight the inherent beauty of wood. However, wood is a natural product with naturally-occurring imperfections. Depending on the species and cut, certain hardwoods and veneers may absorb our stains differently. All finishes can be expected to mellow with age, and some expansion/contraction is normal. Therefore, the foregoing, are not considered defects in materials or manufacturing process and are not covered under this warranty.

This warranty covers our products under normal use and in service under conditions for which the products are designed. TMC considers normal use to be single-shift service (eight hours per day, five days per week); extended use (multiple shifts, 24-hour facilities, etc.) will reduce this warranty to five years. We make no other warranties either expressed or implied regarding any matter whatsoever, including, without limitation, the fitness for any particular use or purpose, and in no event will TMC be liable for incidental or consequential damages. Please report any defects immediately. All claims will be processed by TMC's Customer Service Department, and all returns must be authorized by us in writing. Merchandise authorized for return, repair or replacement must be removed from service, shipped and installed at the expense of the customer. This warranty is not transferable.

Our warranty does not cover damage resulting from accidents, shipping, alterations, negligence, misuse, abuse, failure to follow care instructions, ordinary wear/tear, or Acts of God. TMC does not warrant products manufactured to the specifications of others, and no warranty is made for non-standard materials selected or required by the customer. The TMC warranty does not extend to textiles, which have their own manufacturer's warranty.

Our relationship with you and your happiness with our products/services are most important to us. We expect our products to out-live their warranty. We will continue to service your needs for maintenance, repair, replacement for as long as you use the TMC product. If ever you experience a problem with a TMC product out of warranty, do not hesitate to contact us.