

# WARRANTY INFORMATION

At the Wood Welded® Company Bally Block Co. there is a simple pride of craftsmanship ingrained in what we do. It's evident in our products. There are occasions, however, when a return is in order. Please read the following information carefully.

- 1 Wood Welded products purchased from Bally Block Company or our distributors are warranted for a one year period to the original end user, against manufacturer defects only.
- 2 The warranty is void if product is modified, subjected to excessive water or if the block is shipped unfinished at the request of the purchaser since the Wood Welded Companies have no control over the environment, installation timing or storage conditions. The Wood Welded Companies do not warrant installations which utilize undermount sinks nor any installation in which a cut-out exposes the end grain of the wood to direct moisture contact.
- 3 This warranty covers the cost of materials only.
- 4 The Wood Welded Companies reserve the right to qualify any claim on our products.
- 5 Solid wood has characteristics, which are beyond the control of the manufacturer. Wood is a natural material, sensitive to environmental extremes and surrounding conditions. Just like trees, no two pieces of wood are alike and will contain naturally occurring variations in color. This cannot be considered a manufacturer defect – it is part of the unique beauty in this natural product. Installers are responsible for inspecting the product prior to installation and manufacturer defects should immediately be brought to our attention – failure to do so may affect the outcome of a claim. The Wood Welded Companies are not responsible for errors or alterations during installation. It is important that a consistent humidity of 35% to 45% is maintained to insure continued stability.

*Return shipping is the responsibility of the purchaser. Wood Welded will gladly pay to return replacement item(s) to the original purchase address.*

**IF YOU DO NOT HAVE YOUR ORIGINAL INVOICE OR GIFT RECEIPT**, please include a letter with your returned merchandise that includes the following information:

- Your Name
- Address
- Phone number
- Order number
- Item name/description
- Reason for return
- Action to be taken [replacement or credit]

**IF YOU HAVE ANY QUESTIONS ABOUT OUR RETURN POLICY, PLEASE EMAIL US:**

[info@butcherblock.com](mailto:info@butcherblock.com)

Bally Block Company  
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Estab. 1881  Solid Wood  
**WOOD WELDED®**  
BALLY BLOCK CO.