

# 90-Day Rush Creek Creations Product Warranty

All Rush Creek Creations products have a 90-day from date of purchase warranty. This warrants the retail purchaser for any Rush Creek Creations product purchased to be free from any defect in materials and construction for 90 days from the date of purchase.

## **Manufacturer Defects:**

Defective parts will be replaced at no cost to you. Please send an e-mail to [productsupport@rushcreekcreations.com](mailto:productsupport@rushcreekcreations.com) including photos of the defective part(s) and we will send replacements. PLEASE NOTE: Cracks in logs are not defects. They may develop during the log drying process and do not affect the stability of the piece in any way, and add to the rustic appeal of your log furniture.

If your product needs service, please be advised that Rush Creek Creations reserves the right to decline service when the product is found to be excessively worn, altered in any way, or when damage is caused by acts other than defective workmanship or materials. This warranty is void if the product has been subject to abuse. For service under this warranty, please contact Rush Creek Creations. Please provide your receipt as proof of purchase.

**A PURCHASE RECEIPT (or other proof of purchase date) will be required before any warranty service is initiated. All requests for warranty service can be submitted by email, in writing or by contacting our Customer Service Department at: 1-844-627-4480 or email us at [productsupport@rushcreekcreations.com](mailto:productsupport@rushcreekcreations.com).**

**IMPORTANT NOTICE! Please contact us before returning the product to the store.**

## Care

Apply lemon oil with a soft cotton cloth. Do not use products with silicones. This may cause damage to the finish. Never let the wood get in contact with any type of paint remover.

## Connections:

Changes in temperature and humidity will cause the wood to dry out possibly causing the bolts loosen. Check the bolts periodically to make sure they are still tight. DO NOT put your wood piece directly against hot radiators or sources of heat. Doing this may cause the wood to dry and crack.