



# Congratulations on your furniture!

## So what happens next?

- ❖ The typical lead time for our craftsman to build your furniture is 8-10 weeks. On custom designs it can be closer to 10-12 weeks
- ❖ The typical lead time for delivery once your furniture is completed is 1-2 weeks.

## *Estimated timeline of your furniture*

Week 1: We place the lumber order for your furniture with our mill.

Week 4-5: The lumber for your order arrives .

Week 5-7: Your furniture is built by our expert craftsman.

Week 8-10: Your furniture is stained, sealed , top coated and cured.

Final inspection: We examine every piece to ensure that it meets our standards.

**After final inspection, you can expect a personal phone call from us to let you know that your furniture is ready to be picked up or delivered!**

(If you pick up be sure to bring blankets to properly protect your furniture)

\*\* Timeline estimates are provided as a convenience based on our past experience in the manufacture of similar products. No representation or guarantee is made that the product will in fact be available or delivered on any specific date.



## SWISS VALLEY FURNITURE

- (1) LIFETIME GUARANTEE:** Our promise is simple; we stand behind all our hardwood furniture we sell, 100%. Should your furniture fail in either workmanship or material, simply return it to us along with your sales receipt, and we will repair it at no charge. Normal wear and tear, misuse, alterations and improper humidity levels are excluded. If you prefer to have us pick up your furniture and return it to you following repair, a transportation fee will be charged. Grain & color variations are natural characteristics of wood, and we cannot guarantee exact matching on related pieces.
- (2) SALES TAX:** All Ohio sales are subject to Ohio's sales tax. All taxes, including sales and use taxes, on out of state transactions are the sole responsibility of the customer. Customer shall hold harmless and indemnify SVF for all such tax liability imposed by states outside Ohio.
- (3) RETURNS:** Orders cancelled within 3 business days after the order will receive a full refund of deposit.
- (I) Non-custom items: Any non-custom items may be returned within fourteen (14) days of receipt, less original shipping costs, plus a **15%** restocking fee. Return shipping is the responsibility of the customer. Returns will not be accepted for furniture that has been damaged, abused or mishandled, as determined in the sole and exclusive discretion of SVF.
- (II) Custom Items: Custom items may be returned within fourteen (14) days of receipt, less original shipping costs, plus a **50%** restocking fee. Return shipping is the responsibility of the customer. Returns will not be accepted for furniture that has been damaged, abused or mishandled, as determined in the sole and exclusive discretion of SVF.
- (4) DELIVERY INFORMATION:** Deliveries within 300 miles are taken care of by Hershberger Transport. Payment for the remaining balance due to SVF in the form of a check, cash or credit card shall be given to them, as well as a separate payment payable to Hershberger Transport for the separate delivery charge. Customer assumes full responsibility for sufficient clearing of the area (e.g., doorways, hallways, stairways, etc.) in Customer's home to allow for delivery of the furniture, and reloading/ hook up of any electronic components (as applicable).
- (5) PICKUP INFORMATION:** Once an order has been completed and the customer has been notified of its availability, pick up of furniture must occur within thirty (30) calendar days. Pickup hours are Monday - Saturday 10am - 4:00pm, please bring blankets, pads, and ropes to package items safely. SVF is not responsible for damage incurred after loading.
- (6) DAMAGED / DEFECTIVE ITEMS:** Upon receiving an order, please inspect and check shipping damage or other defects. If damage has occurred to the furniture during shipment, please notify the delivery personnel. Notification to SVF of hidden damage or problems shall be provided within two (2) business days of receipt. If damage is verified, SVF will repair or replace, at our discretion. Exchange and/or Return shipping is the responsibility of the customer.
- (7) ESTIMATED TIME TO BUILD FURNITURE:** Estimates are provided as a convenience based on SVF past experience in the manufacture of similar products. No representation or guarantee is made that the product will in fact be available or delivered on any specific date. Our average lead is typically around 10 weeks.
- (8) CLOSEOUT SALES:** All "close-out" or clearance items are final sales and sold "AS IS" and with NO warranty. No returns, exchanges, or refunds will be issued.
- (9) HARDWOODS:**
- RED OAK** – Our best selling wood, red oak is a heavy, strong, light colored hardwood. Prominent rings and large pores give oak a prominent grain pattern. You may notice small knots, burls and color variations and so forth. These are not considered defects; but rather they add desirable character. Oak is durable, hard and elastic and is the wood of choice for value & durability. It rates a 1290 on the Janka Hardness Scale.
- QUARTER-SAWN WHITE OAK** – A method of sawing oak so the cut is made parallel to the wood's medullary rays instead of across. This cut yields a limited quantity of top grade boards featuring the ray flake, and it binds the perpendicular fibers together, giving the oak its amazing strength, and creates a beautiful pattern of flecks in the wood. It looks best with a cherry stain. It rates 1360 on the Janka Scale.
- CHERRY** - A very elegant wood, its handsome pink heartwood has a smooth grain, and is enjoyed in light to dark stains. You may notice several small "cherry pits" on lighter stains, which is normal. It rates a 995 on the Janka Scale.
- SAP/RUSTIC CHERRY** - Cut from the same tree, however when grading this lumber at the mill, we allow the lighter "sap streaks" to be used, as well as knots (filled) which adds more variation, and keeps cost down, because we can use most all of the tree. It rates a 995 on the Janka Scale
- BROWN MAPLE** – Brown Maple is the "heart wood" (wood towards the center of the tree) of various soft maple trees and not a specific species of maple. As it's from the center of the tree, it tends to run a range of colors from light to beige to medium brown. It is a smooth wood, and looks best with medium to darker stains or paint. Brown Maple is a less expensive alternative to White Maple. Its density is similar to Cherry, rating a 950 on the Janka Scale.
- WHITE MAPLE** - also called Hard Maple or White Maple, Maple has almost no grain, very light, almost white in color. Because of the density of the wood, darker stains may appear splotchy, so we recommend a natural to light stain. It's a 1450 on the Janka Scale.
- HICKORY**- A hard and durable wood, this is the most characteristic of any of the woods we use. No effort is made to color sort. The finished piece is an awesome piece of natural art. We recommend a natural stain. Available in Rustic Grade. It ranks a 1820 on the Janka Scale.
- ELM**- Elm has an exquisite grain that is very unique from the rest of our hardwoods. It looks best with darker stain, which "pops" the grain. It rates 860 on the Janka Scale.



## SWISS VALLEY FURNITURE

### Care & Cleaning of Solid Wood Furniture

*Proper cleaning of your furniture ensures its beauty and longevity.*

*We strongly recommend reading the tips below to keep your furniture in top condition.*

#### How to Clean Solid Wood Furniture

There are many things that will collect on the surface of wood finishes. Such as cooking oils and fumes, fingerprints, and dust. Generally a soft damp cloth followed by a dry cloth will be all you need to clean the finish. If a cleaner is required, we recommend Guardsman products (*see description on reverse side*)

#### Keep Furniture Out of Direct Sunlight

Every effort should be made to keep your furniture out of direct sunlight and heat sources such as radiators, hot air outlets or wood stoves. These conditions will cause the wood to dry out and subsequently split.

#### Check Humidity in Your Home

Humidity between 35 to 45 percent guards against shrinking and cracking or expansion. Basements with high humidity should be avoided. Do not place furniture near heat sources. You may choose to dehumidify or humidify depending on your environment. Extreme temperature and humidity will ruin hardwood.

#### Allow Wood Time to Cure

The materials that protect your finished furniture are dual component products that require 21 to 30 days to achieve maximum protection of the natural wood. In the curing process, damage can and will occur if caution is not used to protect this finish from hot materials placed on it. Use extra care to protect these products so your investment really can last a lifetime!

How do you protect your furniture? You can place coasters under hot cups or serving bowls. Use a table pad when possible to keep hot and heavy materials off the wood surface. In time, your finish will achieve its full protective properties, but for the first few weeks it needs tender care.

#### Helpful Furniture Care Tips

- Blot up spills immediately.
- Lift items rather than dragging them across the furniture surface.
- Don't place hot items directly on your furniture. If something is too hot to hold in your hand, it's too hot for your furniture.
- Do not allow cleaners containing ammonia to come in contact with the finish, ammonia may turn oak black.
- Do not use cleaners containing bleach or wax.
- Dyes and inks may discolor the finish. The ink and dyes from newsprint and plastic bags may penetrate into the finish when moist.

#### Chemical Resistance Tests:

1. Vinegar	24 Hours - No Effect	13. Tea	24 Hours - No Effect
2. Oil Based Paint	24 Hours - No Effect	14. Olive Oil	24 Hours - No Effect
3. Mustard	24 Hours - No Effect	15. Cooking Fat	24 Hours - No Effect
4. Turpentine	24 Hours - No Effect	16. Grape Juice	24 Hours - No Effect
5. Lemon Juice	24 Hours - No Effect	17. Alcohol / Water 50%	24 Hours - No Effect
6. Mayonnaise	24 Hours - No Effect	18. Alcohol - 100 proof	1 Hour - No Effect
7. Milk / Cream	24 Hours - No Effect	19. Alcohol - 100 proof	24 Hours - Very Slight Gloss Change
8. Margarine	24 Hours - No Effect	20. Water	24 Hours - No Effect
9. Ketchup	24 Hours - No Effect	21. Acetone	24 Hours - No Effect
10. Orange Juice	24 Hours - No Effect	22. Butanone (200 double rubs)	No Effect
11. Red Ink	24 Hours - No Effect	23. Up to 185 Farheneit	No Effect
12. Coffee	24 Hours - No Effect		



SWISS VALLEY  
FURNITURE

## Which hardwood is right for you?

The Janka hardness test measures the resistance of wood to denting and wear. It measures the force required to embed a ½” round steel ball into wood to half the ball's diameter.

### Janka Scale

1820 - Hickory

1450 - White Maple

1360 - Quarter Sawn White Oak

1290 - Red Oak

1010 - Walnut

995 - Cherry

950 - Brown Maple

900 - Cedar

860 - Elm

460 - Pine

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