



## LIMITED ONE-YEAR WARRANTY HOUSE OF STAUNTON WOODEN CHESS PRODUCTS

While the House of Staunton takes great care in the manufacturing of its chess pieces, the hygroscopic nature and small microflaws of exotic wood can cause a chess piece to develop a hairline crack. In the event that any House of Staunton wood chess pieces develop a hairline crack, it will be replaced at no cost for a period one year from the date of purchase. Under the terms of this warranty, you are responsible for all freight costs associated with the return of the original item/s and we are responsible for the reasonable freight costs to send out replacement item/s. **Refusal to return the original, cracked pieces to us will invalidate this warranty. We can not send out free replacement pieces without having the cracked piece first - there are no exceptions.** We only need the actual cracked pieces returned to us. Please do not send us the full set of chess pieces.

Hairline cracks almost always occur as the chess pieces attempt to acclimate themselves to their new (your) environment. It can take up to 60 calendar days for the chess pieces to fully acclimate themselves and for hairline cracks to occur. With this in mind, we can only honor warranty claims against cracked pieces if at least 60 days has passed since the package has been delivered. This is done for both your convenience and ours. Any warranty claims filed prior to the 60 days acclimation period will not be honored. Once the 60 day acclimation period has elapsed, we would be happy to honor warranty claims.

### THE HOUSE OF STAUNTON

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# CARING FOR YOUR HOUSE OF STAUNTON SOLID WOOD CHESS PRODUCTS

As the proud owner of this luxury chess product, we appreciate the fact that you've made an investment by purchasing from the world's leading manufacturer and expect that your solid wood chess product will provide you with many years of use and enjoyment. All House of Staunton-brand wood chess products are masterfully crafted by our artisans and undergo an exhaustive inspection process before packing to insure that they meet our high standards. When it leaves our warehouse, you can have absolute confidence that the chess products are as close to perfection as can be achieved by human hands.

But once it is in your hands, **it is critical that you understand that solid wood products do require a basic level of care and attention.** Please carefully read this care sheet and take all necessary steps to maintain a suitable environment for your chess product. Failure to do so could lead to permanent damage, such as warping, discoloration and hairline cracks, and could invalidate any warranties.

**TEMPERATURE AND HUMIDITY** – Wood is a hygroscopic material, which means that it readily transfers water with the environment in which it is stored. If a wood product (such as a chess piece or chess board) is kept in an area of high moisture, the wood will absorb water from the air, causing the wood to swell. If a wood product is kept in an area of low moisture (dry), the wood will lose water to the dry air, causing the formation of structural cracks and lifting veneers and inlays (chess boards). While the moisture levels in the air vary throughout the year, the most dangerous time for your new wood chess product is during the winter. This is because the naturally dry air that is further dried by your HVAC unit as it heats up your home (by heating up the air). Most of us have experienced dried or cracked knuckles and lips during the winter time. This is caused by the air being too dry, and that dry air basically steals water from your skin. The same process happens to your wood product, it loses water to the dry air. But, unlike your lips, once a crack has developed in a piece of wood, there is no way to repair it to a "like new state."

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## The recommended temperature and humidity levels for solid wood products are as follows:

**Winter      Temperature 65-70 degrees F**  
**Relative humidity 35%-45%**

**Summer      Temperature 70-75 degrees F**  
**Relative humidity 55%-65%**

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You can purchase inexpensive humidity and temperature sensors on the internet and at home improvement stores for less than \$10. If you find that the relative humidity of your surroundings does not fall within the ranges defined above, we strongly recommend that you purchase a humidifier (for low humidity) or dehumidifier (for high humidity). We at the House of Staunton use multiple humidifiers during the winter time in our luxury chess piece storage room to maintain proper moisture levels.

**LIGHT LEVELS** - The ultraviolet rays of sunlight can penetrate the molecular structure of the wood and its finish (if applicable), which can lead to both discoloration and the formation of hairline cracks. We strongly recommend keeping your wood object away from direct sunlight. If this is unavoidable, please use blinds, shades, or UV window protection to keep the sun from directly shining on your wood product. We also strongly recommend that your wooden object is stored away from any heat sources, including furnace vents, fire places, halogen lamps and other warm lights.

**NOTE: BECAUSE OF THE NATURE OF GENUINE EBONY AND BLOOD ROSEWOOD, THESE WOODS ARE ESPECIALLY SUSCEPTIBLE TO ENVIRONMENT CONDITIONS AND WE URGE YOU TO PAY SUFFICIENT CARE AND ATTENTION TO THE STORAGE CONDITIONS OF ANY PRODUCT MADE OUT OF EITHER OF THESE TWO WOODS.**