

Shipping and Warranty Policy

Information on deliveries, order receipt, and warranty coverage

Shipping and Delivery

1. Delivery times are communicated at the time of purchase.
2. Production times are independent from shipping times.
3. Shipping costs depend on the size, weight, and destination of the product.
4. If the client requests an external carrier, coordination and risk will be assumed by the client.

Order Receipt

1. Make sure someone is available to receive the order.
2. Inspect all products at the time of delivery.
3. Any visible damage must be reported immediately.
4. Claims for transport damage will not be valid once delivery conformity has been signed.

Warranty Coverage

hohm provides a warranty for manufacturing defects and structural failures under normal conditions of use. The warranty period varies depending on the type of wood and the use of the product, as indicated in each product data sheet and commercial documentation.

What the Warranty Covers

1. Manufacturing defects.
2. Structural failures attributable to the production process.
3. Abnormal material failures under normal use.

What the Warranty Does Not Cover

1. Natural wear of materials.
2. Color changes, patina, or loss of finish.
3. Damage caused by misuse, impact, or negligence.
4. Environmental exposure (sun, humidity, rain, marine environments).
5. Lack of recommended maintenance.
6. Interventions or repairs performed by unauthorized third parties.
7. Variations inherent to natural materials.

Warranty Claim Process

1. Contact hohm within the warranty period.
2. Provide proof of purchase and a description of the issue.
3. Attach photos or videos evidencing the damage.
4. The claim will be evaluated within a reasonable timeframe.
5. If approved, hohm will define the corresponding solution.

Maintenance Disclaimer

Maintenance, aesthetic changes, and the natural aging of materials are not part of the warranty. These cases are handled through hohm Care or general care guidelines, as applicable.