

HANDCRAFTED METAL

Warranty Policy

Handcrafted Metal, Inc. warrants all copper products for 5 years against defects in material or craftsmanship. All products are crafted by hand, and acquire their unique hand-made character via tasteful variations in color, texture, and finish. We therefore take particular care to strike the perfect balance to leave in these character variations while eliminating real defects. Therefore this warranty is limited to outright defects, and excludes character variations.

Definition of Valid Warranty Claim

Examples of conditions that qualify as valid warranty claims are cracked welds, incorrect dimensions, dents, shipping damage, and fingerprints in the finish. Variations in character that do not qualify as warranty claims include color, lightness or darkness that is not exactly the same as shown in our product photos, variations in hammer and emboss patterns, change in color with use, and dimension variations that are within 3/4" tolerance from published specifications.

Return Policy

We strive to provide the highest level of accommodation and service in the industry. If you believe that you have received an item from Handcrafted Metal that has one of the above listed valid warranty conditions, we want to take care of it. We will attempt to handle your claim by phone and email, and we may ask for photos to help us visualize the problem. If we can determine by phone that your claim is valid, we will make a decision whether to repair or replace your item. You will be responsible for re-crating and returning the item to us in good condition, but we will have it picked up and shipped back to you at our expense. If we cannot make this determination by phone, we will ask you to return it to us at your expense. If we find that your claim is a valid warranty condition once we see it, we will reimburse you for the freight and pay the shipping back to you as well. If we determine that your claim does not qualify as a valid warranty condition, you will be responsible for the original freight plus the freight for the return back to you.