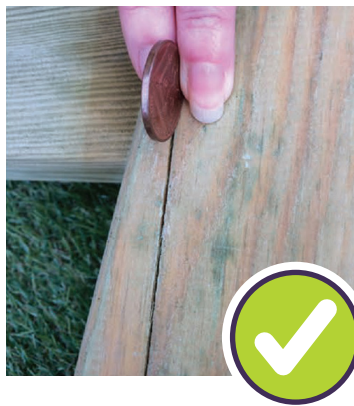


A guide to understanding the natural characteristics of timber and what to do if you feel there is an issue...

Timber is a unique and naturally beautiful material with its own characteristics which makes each piece distinctive.

At Zest we are committed to the environment and we are very proud to be a Forest Stewardship® Certified company. (FSC® C114990) and all timber used has been ethically sourced from responsibly managed forests.

Splits & cracks are to be expected in timber and they naturally appear in the grain due to changing temperatures and humidity levels. They are not a cause for concern as they will not affect the strength or durability of the product.



Normal splits are characteristics of timber.



Use the "2p Coin Test" as a guide.

If a particular split or crack becomes visible and is of concern simply use the "2p Coin Test" as a guide. There is no need for concern if the coin will not fit. If the coin does fit in the split, potentially there may be an issue. In this case, in order for customer services to investigate the matter fully, it should be reported in writing to your retailer, along with a clear photograph showing the 2p coin in place.

"Here at Zest we take any complaint very seriously and each one is investigated individually and judged specifically using established guidelines to determine if it is a justified complaint and whether a replacement part is required." *Customer Service Dept.*



Knots are characteristics of timber.

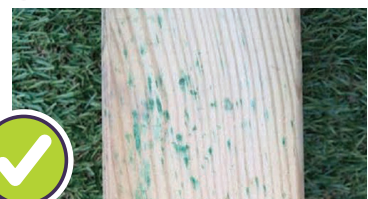


If you find a dead-knot email your retailer including a photo.

Knots are a natural characteristic of timber however a dead knot may be an issue which can be reported in writing to your retailer and must include photographic evidence to support the query.

Sun Bleaching (from packaging) & **Green Spotting** (Caused by pressure treatment) are not causes for concern and they will fade over time when items are placed outdoors.

Neither will affect the durability of the product.



Sun-bleaching & Pressure Treatment green spotting will fade in time.

IMPORTANT INFORMATION regarding further treatment: **Pressure Treated products should not have any further treatment applied for the first 6 months**



For Product Information