

## Care & Maintenance Instructions

Your Birch & Willow lamps or luminaries were created for you in our studio in Boston, MA. The lamps or luminaries were made by hand of primarily natural materials. The care and maintenance is easy and begins with the arrival of the boxes. All of the information listed below is available on our web site and has been consolidated in this document for easy access. Downloadable documents are noted below. The content of this document may be upgraded at anytime. You will always find the most current information on our web site.

Opening the boxes: The boxes are labeled with a notice to “Please Open Boxes Immediately”. You can download that document on our web site Ordering Page. We cannot take responsibility for any order where the “open boxes” directions are not followed.

Please follow instructions to open the boxes as soon as they arrive. Please let us know when you place your order if you will need to store the lamps or fixtures before installation or use. We can delay shipping the order until you are ready to receive and open the boxes. We can also pack “attic” fixtures for longer-term storage at an additional charge.

Unpacking the boxes: Great care is taken to pack the fixtures for safe shipping. Please unpack the boxes with the same care. Cocoon and Bower Sconces, and Pod Pendants are stuffed with bubble wrap and air bags. Remove carefully.

If you are going to return any lamps or luminaries to us, you will need to repack the items the same way the items were originally packed for shipment. DO NOT return lamps or fixtures without written approval from Birch & Willow. Please see our Terms and Conditions (see web site Ordering Page for downloadable versions) for re-stocking fee information.

Recycle or reuse packing materials: Birch & Willow packaging may be funny looking, oddly shaped or a bit unusual, but don't worry. Our lamps and luminaries are packed using recycled and second-use (or third or fourth-use) packing materials, whenever possible, to help preserve the environment our lamps celebrate. Please enjoy the glow of your new luminary with peace of mind.

One Year Guarantee: All Birch & Willow fixtures are covered by an industry standard one-year guarantee. It is possible to purchase an extended warranty prior to shipping your order.

Care & Maintenance: Each Birch & Willow lamp and luminary is labeled with “maximum recommended wattage” label. Unless specified, the labeling is based on the use of incandescent bulbs. The most important thing you can do to insure the long-term use of your Birch & Willow lamps or luminaries is to only use bulbs of the recommended maximum wattage or less. The heat from higher wattage bulbs will dry out lampshades and darken paper. Placing lamps or luminaries in direct sunlight can reduce the life span of the items.

Cleaning: Birch & Willow lamps and luminaries are created with a wide range of materials including stones, vines, paper and twigs. Our product line includes table lamps, sconces, pendants and floor lamps. The following cleaning instructions are listed by material not lamp design. Please call us for any clarification.

Stones: stones are untreated/finished to preserve the original stone color. The stones were tumbled around by the ocean for eons and are very hardy. If the stones become stained in a way you find unattractive, purchase a stone cleaning agent from a tile flooring store.

Vines: The vines are very durable and have not been treated with a finish to preserve the original color and natural look. All Birch & Willow sconces, pendants, table lamps and floor lamps (except our Terra Table Lamp) made with vines are treated with an industrial flame retardant. Do not use water to clean these items. Cleaning the lamps or luminaries with water may remove the flame retardant. The flame retardant also contains a mildicide and UV protection.

The vines can be cleaned with a feather duster, compressed air or the reverse function of a vacuum cleaner, to remove dust.

Paper Lamps and Luminaries: All Birch & Willow sconces, pendants, table lamps and floor lamps made with paper are treated with an industrial flame retardant. Do not use water to clean these items. Cleaning the lamps or luminaries with water may remove the flame retardant. The flame retardant also contains a mildicide and UV protection.

If the lamp or luminary is placed or installed in a damp location in the building (i.e., poorly ventilated bathroom) or damp location (building near a beach or semi-tropical location), you may observe the paper absorbing moisture. The paper will then dry out as the room dries or the weather changes.

The paper can be cleaned with a feather duster, compressed air or the reverse function of a vacuum cleaner, to remove dust.

Paper and Fabric Lamp Shades: The lampshades (except Leaf & Pod Shades) are not treated with flame retardant. The paper or fabric is mounted on a styrene backing that will not allow for full penetration of the retardant.

If the lampshade is placed or installed in a damp location in the building (i.e., poorly ventilated bathroom) or damp location (building near a beach or semi-tropical location), you may observe the paper or fabric absorbing moisture. The paper or fabric will then dry out as the room dries or the weather changes.

The paper or fabric shade can be cleaned with a feather duster, compressed air or the reverse function of a vacuum cleaner, to remove dust.

Twigs and saplings: All of our twigs and saplings are air dried before use to a moisture content suitable for furniture building. The cut ends of twigs and saplings are treated with a water based finish to minimize cracking. The bark is untreated with a finish to preserve the original color and natural look.

All Birch & Willow sconces, pendants, table lamps and floor lamps made with twigs or saplings are treated with an industrial flame retardant. Do not use water to clean these items. Cleaning the lamps or luminaries with water may remove the flame retardant. The flame retardant also contains a mildicide and UV protection.

Repair, Replacement or Rewiring: You are welcome to contact us to repair damaged lamps or luminaries. Replacement parts and components can be ordered directly from us. We are happy to rewire our lamps and luminaries. Each lamp and luminary is covered by a one-year guarantee. After that period, there will be a charge for any repair, replacement or rewiring, unless an extended warranty has been purchased and is in effect.

Recycling: All of our Birch & Willow lamps or luminaries are recyclable with the exception of the electrical wiring and the lampshades made with styrene.

Compact Fluorescent bulbs must be recycled at designated centers. Safe disposal requires storing the bulbs unbroken until they can be processed. The next step is to seek advice from local authorities. In most cases you will be directed to:

1. Return used CFLs to where they were purchased, so the store can recycle them correctly; or
2. Take used CFLs to a local recycling facility.

Questions: Please contact us by if you have any questions or would like clarification of the above information.