



Important Facts About Natural Wood Products

Nature Explore items such as Tree Cookies, Balance Beams, Natural Balance Beams, Marimbas, At-Ease Benches, etc. are natural, untreated wood products and require regularly scheduled, routine maintenance in order to enhance safety and extend the life of the item.

Your Nature Explore product should be inspected often to ensure that any cracks are not resulting in splinters. Any splinters should be sanded down immediately. Routine sanding of the top, sides, and interior (if applicable) surfaces of the item will reduce the amount of splinters and extend the life of your Nature Explore product.

Please be aware that the natural items are mostly untreated wood products and will experience the natural process of “checking” or cracking as they age and adjust to the climate. This is not a defect in the product, but a natural process that should be expected. Checking occurs as the wood releases moisture across or through the annual growth rings and is an interesting process for children to observe. This will occur in both log-built and lumber-built items.

Benches, Tables, Tree Cookies, Balance Beams, etc. may arrive with cracks, knots, splinters, etc. This is **not** a defect in the item and is to be expected. Below are some examples of what you may encounter and can expect with your order.

Natural Cracking and Checking



Knots, Branches, Etc.



Natural, untreated wood often develops a beautiful silvery-gray patina over time. Again, this is a natural process that is interesting for children to observe.

Also, as your Nature Explore product becomes acclimated to your local environment, there is a chance that mold discoloration will appear. You can reduce this risk by making sure your Nature Explore product is installed on a surface with adequate drainage (i.e. mulch, gravel, etc.). Installing on grass surfaces allows moisture to be trapped underneath the product and is not recommended. Routine sanding of the item will also reduce the chance of mold.

There are a variety of treatment options you can use to extend the life of your Nature Explore product. Please consult a local expert (i.e. wood-working expert, general contractor, lumber yard, parks & recreation department, etc.) to see what options are appropriate and safe in your particular area.



The Beauty of Nature

Nature Explore field-tested components are made of natural materials that bring children in close contact with the beautiful patterns and colors of nature.

In the resources created from wood, you will notice graining, knots, and checking, a natural cracking process that occurs as wood releases moisture across the annual growth rings. Additionally, unfinished wood will naturally develop a beautiful silvery-gray patina over time. Observing the natural color change and aging of natural components is a valuable part of children's connection with nature.

Exact product dimensions and appearance will vary due to the uniqueness of the wood from which the item was created. Due to seasonality and the time needed to carefully create custom-made items, please allow up to 4 weeks for delivery of certain items.



Quality Commitment

All Nature Explore resources are designed and constructed with the enjoyment and safety of your children in mind. Many Nature Explore items are hand-made, utilizing the utmost care and professionalism in creating high-quality and unique pieces. We will repair or replace any defective product due to faulty workmanship for a full year from the date of purchase.

Due to the nature of raw and untreated wood, we are unable to guarantee against chips, checks, cracks, splinters and in rare instances, bugs. In addition, if for any reason you are not satisfied, simply return it within 30 days of your receipt and we'll replace it or refund the cost. Be aware that natural products check and crack (see right).

If for any reason you are not satisfied with your purchase, you may return the items within 30 days of receipt for a full refund of the purchase price.*

Please contact Customer Service immediately at 1-888-908-8733 and provide them with the following information:

Required Information

1. Customer Name
2. Order Number
3. Date of Purchase
4. Date of Receipt of item(s)
5. Description & Photos / Explanation (Your photos will help us best serve your unique needs.)

*Refunds are for the cost of the products only. Shipping and processing fees are not included in refunds. Please call Customer Service at 1-888-908-8733 or visit natureexplore.org for complete information.

To be eligible for a **refund/credit/exchange**, returned items must:

1. Be returned within 30 days of receipt,
2. Be in new, unused condition, and
3. Contain all original packaging and accessories.

Once the item has been received in new, unused condition by Nature Explore, we will issue a refund/credit for the original purchase price of the item, shipping and processing fees are **not** included in refunds. Missing or damaged parts will be deducted from the refunded amount.

Exchanges

If you would like to exchange an item for a different one, contact Customer Service at 1-888-908-8733 within 30 days of receipt and provide them with the information above. You will be required to return the original item(s) to Nature Explore at your expense. If you would like Nature Explore to issue a Call-Tag, the associated shipping charges will be deducted from your refunded amount.

Returns

If you would like to return an item for a refund/credit, contact Customer Service at 1-888-908-8733 within 30 days of receipt and provide them with the information above. You will be required to return the original item(s) to Nature Explore at your expense. If you would like Nature Explore to issue a Call-Tag, the associated shipping charges will be deducted from your refunded amount.

Nature Explore will refund/credit your original purchase price once the original item(s) have been received and meet the conditions above. Refunds/credits are for the purchase price of the item(s) only, shipping and processing fees are **not** included in refunds. Missing or damaged parts will be deducted from the refunded amount.

Damaged or Defective Items

If your order contains damaged or defective item(s), contact Customer Service immediately and provide the information above. We will ship you out a replacement item(s).

- **Important Note:** If the item was damaged during shipping, you **must** keep all original packaging for a claim to be filed with the carrier (UPS, FedEx, USPS, etc.).

Received Wrong Item(s)

If you receive the wrong item, contact Customer Service immediately and provide the information above. We will ship you out the correct item. Nature Explore will also pay the return shipping costs for the item sent in error.

Ordered Wrong Item(s)

If you ordered the wrong item (i.e. mis-typed the item # and/or item description on the original order submitted, etc.), contact Customer Service immediately and provide the information above.

1. Nature Explore will exchange the item(s) and apply any necessary credits/refunds to your account.
2. Incorrect item(s) will need to be returned in new, unused condition at the customer's expense before credits/refunds are issued.

Return Address

Send all returns to the following address, **unless otherwise instructed** by Customer Service. Drop-Shipped items may need to be sent directly to the manufacturer.

**Arbor Day Foundation
Nature Explore Returns
211 N 12th Street
Lincoln, NE 68508**

Be sure to reference your Order Number on the package/shipment reference line as in the following example:

"Nature Explore Return #1234-1234" and send the tracking number(s) to service@natureexplore.org. Please contact Customer service with any questions.

If any parts are missing or damaged, or if you have any questions or concerns regarding your order, contact Nature Explore immediately at 1-888-908-8733 or e-mail us at service@natureexplore.org





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