

Thank You!

Thank you for purchasing one of our hand-crafted products and we hope you enjoy using it as much as we enjoyed making it. Each of our products is made with respect [for craft and raw material], sincerity [in sourcing the finest and best materials] and appreciation [for the customer and product].

We strive for total customer satisfaction and if you are unhappy with the product for any reason, please contact us via email and we will make it right!

Use and care

Wood is a natural material and tends to move, shrink, expand even after it has been cut, dried, milled and finished. The best way to limit the effects of such movements is by storing these coasters indoors and wiping the product dry after use and especially after contact with moisture

The wooden parts of the coaster are coated with lacquer and are protected by an acrylic top to provide a durable, water resistant finish. Further the entire coaster is enclosed in a metal ring for additional protection. Despite all of this, the coaster still has intricate components and can be misaligned or damaged if subjected to excessive force or impact.

.. more on the other side...

Frequently asked questions

Q. The coaster has some discoloration on the face

A. The wood used to make the coaster is Baltic birch and may have some natural grain patterns and other mineral pigmentation. Additionally, birch wood tends to be very light in color and under certain lighting conditions may show spots of discoloration. This does not affect the functionality or life in any way.

Q. The coaster will not spin or requires a lot of force

A. The coaster may have some resistance initially and should freely spin with more usage. Friction while spinning is mostly due to the metal ring pinching on the wood parts.

a. Hold the metal ring with a loose grip as you twist the bottom, try holding in a different spot

b. Turn the coaster upside down and spin it a few times. Also try spinning in reverse to free any stuck parts

c. Lastly, gently remove the metal ring (it is designed to be removable), apply some wax on the ring and reinsert the coaster

Q. Some parts have come undone

A. The coaster is an intricate design and will withstand common, everyday use. The metal ring and acrylic top are removable for cleansing or replacement. However, if any of the gear mechanisms have come there is no need to worry. Much of it can be fixed with clear Gorilla glue or Superglue. If you have any questions or concerns, please contact us and we will find a way to help you.