

# WARRANTY & FREIGHT POLICIES

## PRODUCT WARRANTY

The Outdoor Plus Company (TOP) warranties fire pits against manufacturing defects that prevent safe and correct function as follows:

Warranty periods are as follows:

### **Electronics, Gas Valves, & Pilot Assembly:**

Commercial - 6 Months ; Residential - 1 Year

### **Stainless Steel & Aluminum Pans:**

Commercial - 1 year; Residential - 3 years

### **Burner Ring & Burner Bars:**

Lifetime Warranty

- This commences from the date of original sale / shipment from The Outdoor Plus
- The warranty on parts and in-house labor will apply only to claims presented to us by T.O.P's original customer and is in lieu of all other warranties expressed or implied.
- The defective product must be sent back to TOP with a Return Merchandise Authorization (RMA) issued by TOP for that specific product which states the nature of the defect or warranty claim. The original purchase information will be required.
- Product to be returned should be packed carefully. The Outdoor Plus is not responsible for shipping damage on returned items.
- RMA's are only valid for 30 days which states the nature of the defect or warranty claim after the expiration date.
- The RMA number must be indicated on the outside of the return package and a copy of the RMA should be placed in the package with product.
- TOP is not responsible for damaged caused by overheating, modification, abuse, improper storage, installation, or maintenance.
- TOP is not responsible for surface level rust on stainless steel products.
- TOP is not responsible for the actions including negligence of the installer.
- Any labor involving installation or maintenance with the unit is not covered.
- This warranty excludes claims for incidental or consequential damage and indirect collateral expenses arising from product defects or warranty recovery. Product manufactured by TOP including cLCus, UL, or CSA Certified models, cannot be altered or modified in any way.
- TOP is not responsible for local codes and will not accept a return on any product that is not approved for installation. Please check with your local authorities or governing agencies for proper approvals before purchasing.

## PRODUCT RETURN POLICY

No returns on made-to-order goods.

No returns on custom features, NO EXCEPTIONS.

If a product is delivered incorrectly, it is the recipients responsibility to notify TOP within 48 hours. TOP is not responsible for incorrect or damaged packages and shipments 48 hours after they have been received.

## PRODUCT TESTING PROGRAM

If you believe a unit or component you received is defective, The Outdoor Plus will gladly test any component at T.O.P's facility. TOP will cover shipping back to you.

### **DEFECTIVE**

If an item is found to be defective it will be repaired or replaced at T.O.P's discretion. TOP will absorb all costs of outgoing freight and replacement costs if product is in warranty.

### **NON-DEFECTIVE**

If the product is found to be non-defective it will be returned to the customer - no credit will be given.

### **TOP ERROR**

If a return is needed due to a mistake on T.O.P's part, we will issue a RMA and Return Services Label. When products are received at TOP, credit will be issued for the products and the outgoing freight on the original invoice.

### **CUSTOMER ERROR**

If an RMA is asked for and covers current new products in the original package, we will authorize the return. The customer is responsible for the return shipping. When products are received we will issue credit for the original customer cost less a 25% restocking charge.

Custom orders do not apply.

## FREIGHT POLICY

All orders will be shipped FOB Ontario, California, with a standard shipping carrier selected by TOP unless customer specifically requests their own carrier and account. A freight quote may be requested in advance. TOP works diligently with standard carriers to achieve the best discounts available.