

Prism Hardscapes Warranty and Return Policy:

Limited Warranty – 24 months Prism Hardscapes offers a 2-year warranty against manufactured defects. Prism Hardscapes will replace product which has proven to be defective in workmanship and material. The buyer must provide proof of purchase date by the end user of the product. Prism Hardscapes must have the opportunity to verify the alleged defect. This may include a site visit to inspect product. If unit is confirmed defective and cannot be repaired Prism Hardscapes will replace unit FOB to Prism Hardscapes facility. Buyer will be responsible for arranging shipping associated with replacement. All labor associated with installation will be the responsibility of the end user. Prism Hardscapes will not be responsible for any defects which result in misuse, alteration, or abuse. The use of wood or fuel other than the specified fuel of this unit will void all warranties. Prism Hardscapes is not responsible for any damage or injury that arise from misuse of product.

Return Policy You may return your purchase within 90 days of receipt for a refund of the purchase price excluding shipping costs and a 10% restocking fee. Customers are responsible for return shipping unless we agree to accept an item as defective or damaged. We will refund original shipping charges only if we made a shipping error.

All returned products must be 100% complete, adequately packaged in original packaging and resalable condition. Products that have been assembled or modified will not be eligible for return. All items must be returned in their entirety, meaning all items included must be returned together, assuming they adhere to Prism Hardscape's return guidelines and policy below.

All returns requires a valid Return Merchandise Authorization number (RMA) issued by our customer service team at Prism Hardscapes. Please call 1-844-600-1123 to start your RMA process. Items returned without an RMA will not be considered for a refund. You have 90 days from the time you receive your shipment to request an RMA. The RMA will expire 15 days after it is issued and cannot be extended or re-issued. A valid

RMA number must be written clearly on the shipping label or box. No refunds will be issued for incomplete or unauthorized returns.

Refunds will be issued after items arrive in our warehouse and are inspected. It may take two to three weeks from the date we receive an item for your account to be credited. Prism hardscapes reserves the right to refuse any returned product. Please refer to our return guidelines for further information.

11140 Western Avenue, Stanton, CA 90680
(951) 600-1123

Return Guidelines:

1. No returns will be accepted more than 90 days after you receive the merchandise.

Unfortunately, we cannot allow any exceptions to our return policy. 2. We will not accept damaged merchandise that was not inspected by the customer at the time of the original delivery and was not reported or claimed within 48 hours of receipt. If the customer signs for delivery and does not report any damage to the shipping company, or to Prism Hardscapes, then it's the customer's responsibility to file a claim for damages with the shipping company. 3. No returns or exchanges on discontinued items. 4. All returned products would be inspected. Any item that is returned as defective and is found not to be so will be subject to a 25% handling fee as well as the restocking fee of 10% plus all shipping costs. 5. If non-returnable items are sent back, no credit will be issued. The customer will be responsible for shipping charges. Items will be re-sent upon receipt of payment for shipping charges. Items will be deemed abandoned if we are not contacted within 30 days from the date we receive the merchandise. 6. If a customer refuse to accept a shipped order without setting up an RMA, then the customer will be responsible for all shipping costs. Also, a 25% processing fee will be assessed with the standard 10% restocking fee.

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