

The Outdoor Plus Return Policy

LIMITED WARRANTY

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

function as follows:

- Electronics, Gas Valves, & Pilot Assembly: 1 year
- Stainless Steel Pan, Fire Ring, & Valve Box: Commercial – 1 year; Residential – 3 years
- This commences from the date of original sale / shipment from The Outdoor Plus
- This warranty is for the parts and in-house (TOP) labor. The defective product must be sent back to TOP with a Return
- Merchandise Authorization (RMA) issued by TOP for that specific product and any other additional information for the nature of the defect or warrant claim
- The warranty does not cover items that have been damaged by overheating, modification, abuse, or improper storage.
- Any labor involving installation or maintenance with the unit is not covered
- This warranty excludes claims for consequential, indirect-collateral expenses arising from the products defects or warranty recovery
- This warranty is only applied to original purchases.

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 recieved.

PRODUCT TESTING PROGRAM

If you believe a unit or component you received is defective, The Outdoor Plus will gladly test any component at our facility. TOP will cover shipping back to you.

DEFECTIVE:

If an item is found to be defective it will be repaired or replaced at our discretion. TOP will absorb all costs of

outgoing freight and replacement or repair 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.

Freight coming in are at the customers expense.

TOP ERROR:

If a return is needed due to a mistake on our 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.