

Touchstone Warranty & Return Policy

ELECTRIC FIREPLACES

Touchstone Home Products, Inc. ("Touchstone") warrants that its electric fireplaces and all mechanical parts related thereto (Product) shall be free from defects in materials and workmanship and shall be suitable for form, fit and function for one year from the date of purchase.

INCLUDED IN STANDARD 1-YEAR WARRANTY VALID FOR 1 YEAR FROM DATE OF PURCHASE (INCLUDED WITH FIREPLACE PURCHASE):

Replacement of any non-functioning electronic parts
Free Toll Free tech support (888-978-3531)

INCLUDED IN EXTENDED 2-YEAR WARRANTY:

2-year warranty (2 years full replacement)
Replacement of any non-functioning parts
Toll-Free Customer Service & Support includes cleaning instructions for stain removal, cleaning products, and/or assistance from a professional cleaner or a repair technician.
Free Toll Free tech support (888-978-3531)

TV LIFT MECHANISMS

Touchstone Home Products offers our customers a 5 year standard manufacturers warranty.

Our warranty includes:

Replacement of any non-functioning lift parts
Toll-Free Customer Service & Support (888-978-3531)

TV LIFT CABINETS

INCLUDED IN STANDARD 2-YEAR WARRANTY (INCLUDED WITH CABINET PURCHASE):

Coverage of InfraRed repeaters

INCLUDED IN EXTENDED 5-YEAR WARRANTY:

5-year warranty (5 years full replacement) including any accidental food or beverage stain, heat mark, water ring, warping & lifting of veneer.

Replacement of any non-functioning lift parts

Toll-Free Customer Service & Support includes cleaning instructions for stain removal, cleaning products, and/or assistance from a professional cleaner or a repair technician.

TOUCHSTONE WARRANTY POLICY

Touchstone Home Products, Inc. ("Touchstone") warrants that its cabinet and all mechanical parts related thereto (Product) shall be free from defects in materials and workmanship and shall be suitable for form, fit and function for two years from the date of purchase.

In addition to the limitations set forth above, no warranty shall apply to any Product that has been: (i) modified, altered or adapted; (ii) maltreated or used in a manner other than in accordance with its intended purpose; (iii) repaired by a third party in a manner that fails to meet Touchstone's quality standards; (iv) improperly installed by any party other than Touchstone; (v) relocated, to the extent that the problems with the Product are attributable, in Touchstone's professional opinion, to such relocation; (vi) used directly or indirectly in supporting activities prohibited by the United States; (vii) purchased from any entity other than Touchstone or authorized partners; (viii) affected by normal wear and tear; (ix) damaged by accident, abuse, misuse, flood, fire, earthquake or other external causes; (x) cosmetic damage including, but not limited to, scratches, dents and broken plastic, as applicable; and/or (xi) damaged as a result of shipping, exposure to tobacco smoke/weather, terrorism, acts of God or failure to follow Touchstone's instructions. Touchstone shall not be responsible for any warranties other than those provided herein.

In no event shall Touchstone be liable or responsible for the expense of removal or installation of defective Product, incidental, consequential or liquidated damages, or for any other direct or indirect damage, loss, cost, expense or fee.

This warranty does not cover any third-party products or hardware installed into, or attached to, the Product after the date of purchase. Further, if an installation fails or is damaged in a manner that causes damage to the Product, this warranty shall not cover such damage. Repair and/or replacement of any damaged components in these situations shall be subject to additional repair and/or replacement charges. This warranty shall apply only to the Product purchased for the original purchaser's use and not for resale. Additionally, a 5 year enhanced warranty is available at the time of purchase, with any new Touchstone TV lift cabinet. For more information on coverage please visit our warranty page.

(<http://www.touchstonehomeproducts.com/warranty.html>) Touchstone Home Products product warranty is depot based, and Touchstone is not responsible for any fees charged to the end-user by a third party for installation of parts covered under the standard 2-year warranty. Replacement parts ship via standard ground shipping

RETURN POLICY

RETURN/EXCHANGE POLICY - FIREPLACE UNITS, LIFTS, AND PARTS

Please inspect your fireplace unit immediately upon receipt for shipping damages and notify Touchstone Home Products immediately if there is damage. Return/refund will not be accepted for damage claims received past 14 days after delivery.

Return Authorizations must be requested within 15 days of delivery. Touchstone will not issue a Return Authorization if the request is received more than 15 days after delivery.

You must contact Touchstone Home Products for a Return Authorization number (RA#) by calling toll free our Customer Service at 888-978-3531. Please make sure the Return Authorization number is written on the outside of the box you send back to Touchstone Home Products. Returns without an RA# will be refused.

There is a 25% restocking fee on merchandise returned/exchanged for any reason other than a product defect or shipping damage. Any items that are returned without a return authorization will be refused and refund will not be issued.

While Touchstone Home Products includes Free Ground Shipping on all products at no extra charge, the customer is responsible for all shipping costs tied to the return of the fireplace back to Touchstone Home Products, as well as the original shipping costs from Touchstone to the customer. The product must be returned in its original packaging. Returns of fireplace units or cabinets without the original box and foams will be denied.

Returns/Exchanges received more than 15 days after we have issued you a return authorization will be denied and not refunded.

Returns/Exchanges will not be accepted for cabinets finished in a custom color.

ITEMS MUST BE RETURNED IN THEIR ORIGINAL PACKAGING AS SHIPPED BY TOUCHSTONE HOME PRODUCTS. ANY ITEMS RETURNED IN PACKAGING OTHER THAN THE ORIGINAL PACKAGING WILL BE REFUSED

Please inspect your cabinet immediately upon receipt for shipping damages. Once you have inspected the cabinet and accepted delivery, we cannot take responsibility for shipping damages. So please inspect carefully.

Furniture Color: Touchstone can provide color samples for all of our products upon request. If you require a true color match, please request a color sample prior to placing your order. Color matching is not a condition that qualifies for a return under this return policy. No warranty for color matching is expressed or implied.

If you have any further questions regarding shipping or returns, please call us at 888-978-3531

COLOR AND DIMENSIONS

Furniture Size: On each page, under the specifications tab, you will find the dimensions of the product. Touchstone Home Products guarantees that each dimension is within +/- 0.5 inches (one-half inch) of what is listed for height, width, and depth for each cabinet and electric wall mounted fireplace. If you require exact dimensions, please feel free to contact a Touchstone Home Products customer service representative to assist you with the exact dimensions for each product.

Furniture Color: Touchstone can provide color samples for all of our products upon request. If you require a true color match, please request a color sample prior to placing your order. Color matching is not a condition that qualifies for a return under this return policy. No warranty for color matching is expressed or implied.

SHIPPING DAMAGES

CHECK YOUR DELIVERY CAREFULLY! Please check your order for missing or damaged items. Claims for missing or damaged items must be reported within 14 days of date of delivery. Claims submitted after 14 days from date of delivery will be denied.