

## Warranty Details

The Bio Flame offers a 5-year warranty from the date of purchase on all operation-related functions of the fireplaces. The warranty does not cover any product damage that occurred during shipping or was caused by improper product handling or installation.

The warranty does not cover chips, scratches, and glass breaks. For items damaged upon arrival, please refer to our Return Policy section for defective or damaged merchandise.

Items that are deemed (un-fixable) will be replaced with the same or similar model.

Warranty will be applied on presentation of a dated receipt and is strictly limited to factory service repair of the piece or pieces that are found to be defective.

Installation costs will not be reimbursed as damages for any reason whatsoever.

The manufacturer will not be held responsible for any incidental or consequential defects, on goods or individuals.

The warranty will not be applied if devices have been subjected to abnormal use or if used under other conditions than the intended ones.

The warranty will not apply in case of deterioration or accident due to negligence, or damages caused by failing to maintain and service the device or resulting from an alteration of material.



Headquartered in North America with additional service centers and showrooms worldwide.