



Live Outdoor Limited Warranty

Live Outdoor, LLC. ("Live Outdoor") warrants that the FIRESTORM Series I, Series II and Series III (the "Product") will be free from defects in workmanship and materials under normal use ("Limited Warranty") for a period of three (3) year from the original purchase date ("Limited Warranty Period").

The Limited Warranty is non-transferable and applies only to the original end user purchaser. Proof of purchase in the form of a sales receipt is required for warranty coverage/service.

The Limited Warranty does not cover any damage (including scratches or other damage to the powder coat, stains or discoloration) resulting from normal wear and tear, of misuse, lack of care, mishandling, accident, abuse or other abnormal use, use of the Product other than for its intended purpose, damage caused by improper or unauthorized repair, modification or maintenance. The Limited Warranty does not apply to any Product purchased from Non-Authorized, third party merchants or Non-Authorized online marketplaces.

Warranty claims must be made directly to Live Outdoor. All returned Products must be returned within the Limited Warranty Period and include an RMA (Return Materials Authorization) number issued by Live Outdoor. To obtain an RMA number, a request for RMA must be completed and submitted directly to Live Outdoor during the Limited Warranty Period. The basis for the Warranty Claim must be clearly explained. You may request an RMA by e-mailing support@GoLiveOutdoor.com. Please reference "Warranty Claim" in the subject line. For the Claim to be considered, you must provide proof of your purchase within the Limited Warranty Period for the Product. Incomplete requests will not be accepted. Live Outdoor will evaluate your Claim and, if warranty coverage may apply, issue you an RMA number. Once you have received a Live Outdoor RMA number, you may ship your product to Live Outdoor for review. Please reference your RMA number on the exterior of the packaging. We highly recommend that your shipment to Live Outdoor include a trackable shipment method. Live Outdoor is not liable for Products that are damaged or lost in transit prior to delivery to Live Outdoor.

Once your Product is received it will be inspected and evaluated for Limited Warranty coverage. If the Product is not eligible for coverage, Live Outdoor will ship the Product back to you, at our expense. If Live Outdoor determines that there is a warranted defect in the Product, Live Outdoor will, at its option, remedy the defect as set forth below in this Limited Warranty.

The sole and exclusive remedy for a breach of this Limited Warranty, and Live Outdoor's sole and entire liability is, to repair or replace the defective Product, at Live Outdoor's option. Repair or replacement shall be made at Live Outdoor's expense. Live Outdoor reserves the right to replace the Product with the same or of a similar style or a substitute equivalent that may not be of like kind (depending on availability). Replacement products are warranted for the remainder of the Product Warranty Period based on the original date of purchase.