

Support for Remote Control Fire Products Fire By Design

[SUPPORT](#)

WARRANTY AND RETURNS

[BACK](#)

RETURNS

All orders from Fire by Design (FBD) may be returned within 30 days for a full refund. In order to return or exchange (under the warranty guidelines described below) all or part of your order, you must contact us for a Return Merchandise Authorization number (RMA#). Call toll free (877) 807-8923 to obtain an RMA# from a FBD representative.

All returned merchandise must be in the original packaging including manuals, accessories, cables, etc. with the authorization (RMA#) clearly printed on the outside of the package. Return requests must be made within 30 days of the receipt date. Any shipping and/or handling charges on the original order cannot be refunded. At our discretion, we may levee a restocking fee of 15% of the cost of items returned.

FBD is not responsible for shipping costs or damage on returned items. Units to be returned should be packed carefully. Please be advised that packages sent by normal US Postal Service cannot be tracked to ensure delivery. Since FBD cannot provide credit for a return without confirming its receipt, we recommend that you use a delivery service that can be tracked and or insured.

FIRE BY DESIGN LIMITED WARRANTY

Fire by Design warrants its products to be free from defective material and workmanship for the period of time indicated below for each product line. The warranty time periods listed below are from the original date of purchase. Fire by Design agrees to repair or replace, at its sole discretion, a defective product if returned to Fire by Design within the warranty period and accompanied by proof of purchase. This warranty does not extend to any Fire by Design products which have been subject to misuse, neglect, accident, incorrect wiring or to use in violation of operating instructions furnished by us, nor extend to any units altered or repaired for warranty defect by anyone other than Fire by Design. This warranty does not cover any incidental or consequential damages and is in lieu of all other warranties expressed or implied and no representative or person is authorized to assume for us any other liability in connection with the sale of our products. Some states do not allow limitations on how long an implied warranty lasts, and/or the exclusion or limitation of incidental or consequential damages so the above limitations and exclusions may not apply to the original CUSTOMER. This warranty gives you specific rights and you may also have other rights, which vary, from state to state. If you have any questions concerning this warranty call (877) 807-8923.

Bowls:

All Decorative Bowls are warranted for (2) years from delivery date against any manufacturing defect or

structural failure. Small stress cracks and surface crazing are a natural occurrence in concrete and not covered by warranty.

Fire Rings:

All Black Steel Rings are warranted for (1) year and all Stainless Steel Rings are warranted for (3) years.

X-10 Components:

All X-10 Components are warranted for (1) year

Electronic Ignition Systems:

(AWEIS SC, AWEIS HC, Vulcan Fire Module, Auto Fire on Water Surface System)

All electronic ignition systems are warranted for (1) year with a limited warranty for (2) years. As part of the one year warranty, in the event a system has to be replaced due to a defect/malfunction of the system, Fire by Design will replace the system free of charge. This warranty does not cover labor costs. Problems in the functioning of the systems due to gas plumbing or electrical installed by others are not covered under this warranty. In the event a system fails after the first year (from date of purchase) and within two years of date of purchase, the cost for a replacement system is at a discount rate of 50% of the current listed price. Fire by Design is not responsible for the cost of labor incurred for replacing a system purchased at the discounted rate.