

## 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 Burners & Brass Burners: Lifetime Warranty
- Stainless Steel Pan, & 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 received.

## 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.

## PRODUCT WARRANTY

The Outdoor Plus, Inc., warranties product against manufacturing defects that prevent safe and correct operation of the product commencing from the date of original sale or shipment from TOP. The warranty on parts and in-house labor will apply only to claims presented to us by our original customer and is in lieu of all other warranties expressed or implied. Please refer to the Warranty Chart below for warranty periods.

The defective product must be shipped back with an RMA (Return Merchandise Authorization) issued by TOP for that specific product which states the nature of the defect or warranty claim. Product to be returned should be packed carefully- The Outdoor Plus is not responsible for shipping damage on returned items. The original purchase information will be required. RMA's are only valid for 30 days from the date of issue by TOP and will not be processed if received after the expiration date. The RMA number must be indicated on the outside of the return package and a copy of the RMA should be placed in the package with product.

Our warranty does not cover items that have been damaged by overheating, modification, abuse, improper storage, installation, or maintenance . This warranty excludes claims for incidental or consequential damage and indirect collateral expenses arising from product defects or warranty recovery. Product manufactured by TOP cannot be altered or modified in any way.

The Outdoor Plus is not responsible for local codes and will not accept a return on any product that is not approved for installation. Please check with your local authorities or governing agencies for proper approvals before purchasing. TOP is not responsible for the actions including negligence of the installer.

## FREIGHT POLICY

Most orders will be shipped FOB Ontario, California, with a standard shipping carrier selected by TOP unless customer specifically requests their own carrier and account. A freight quote may be requested in advance. TOP works diligently with standard carriers to achieve the best discounts available.

## MINIMUM ADVERTISED PRICING POLICY

The Outdoor Plus Inc. unilaterally applies this Minimum Advertised Pricing Policy. This Policy is subject to change at any time by the Company at its sole discretion.

1. **PURPOSE:** The purpose of this policy is to protect the value of the Company's trademarks and brand names and to attract and retain reputable, customer-friendly vendors, brick & mortar and online.

2. **SCOPE:** This Policy is applicable to all sellers of the Company's products who advertise or sell Products on any Internet platform and to distributors that sell to such resellers. This Policy applies to all products of TOP unless otherwise specified by TOP. The Policy applies only to prices advertised anywhere on the Internet or by means of the Internet (including