

## Lifetime Guarantee

We are so insanely confident in our products that we back them with a lifetime guarantee. Find out if yours qualifies now!



# GUARANTEED FOR LIFE

AMERICAN FIRE GLASS® is the pioneer in the fireplace/fire pit glass and burner products industry. What sets us apart is our state-of-the-art manufacturing process, stringent quality control, and attention to detail allowing each of our customers a uniquely positive purchasing experience.

At AMERICAN FIRE GLASS®, we are focused on providing world-class customer service. Your business is important to us. We want you as a customer for life. If our products don't meet your expectations, we want to know about it., and we want to make it right.

## LIFETIME GUARANTEE

AMERICAN FIRE GLASS® INC., 570 THIRD STREET, LAKE ELSINORE, CA 92530 U.S.A., covers all AMERICAN FIRE GLASS® products and accessories against defects in materials and workmanship, and used within the guidelines of the USER MANUAL under our LIFETIME GUARANTEE. In order to have your product(s) qualify for our Lifetime Guarantee, your product(s) must be registered HERE. Products not registered and/or not covered under our Lifetime Warranty will be eligible for our Limited Warranty. See below for details:

### LIFETIME WARRANTY:

1. Fire Glass
2. Lite Stone Balls
3. Lite Stones
4. Lava Rock
5. Tumbled Lava
6. CSA Certified Burner Kits
7. Fire Pit Pans
8. Fire Pit Rings
9. H-Burners
10. Flame Guards
11. Burner Covers

**LIMITED WARRANTY:**

1. Fire Pits – 1 year from date of purchase.
2. Fittings and Parts – 1 year from date of purchase.
3. Electronic Ignition System and Parts – 1 year from date of purchase.
4. Dealer Tools and Displays

**THIS WARRANTY IS FOR THE BENEFIT OF THE ORIGINAL PURCHASER.****WARRANTY ADJUSTMENT:**

1. AMERICAN FIRE GLASS® agrees to repair or furnish a replacement for, but not remove or install any product or component, which proves defective, within the above warranty and appropriate time periods stated.
2. BUYER shall notify AMERICAN FIRE GLASS® of any defect within this warranty no later the thirty (30) days after a defect is discovered.
3. No product will be accepted for return or replacement without authorization by AMERICAN FIRE GLASS®. Before returning merchandise, contact AMERICAN FIRE GLASS® giving full details of the complaint, a copy of sales receipt, invoice or other evidence of purchase date, and an image of the item installed. Merchandise returned without proof of purchase date will be serviced out of warranty at our prevailing service and part rates. If merchandise is visibly damaged in transit, please refuse at time of delivery. If package was delivered without noticing damage, please notify AMERICAN FIRE GLASS® immediately so that we may file a claim with the carrier, . Product returned must be addressed as follows:

**EXCLUSIONS FROM WARRANTY**

1. The foregoing warranty is limited solely as set forth herein and applies only for the periods designated above.
2. AMERICAN FIRE GLASS® shall not be liable for any loss, damage, incidental or consequential damages of any kind, whether based upon warranty, contract, or negligence, arising in connection with the sale, use, or report of the product. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.
3. The maximum liability of AMERICAN FIRE GLASS® in connection with this limited warranty shall not in any case exceed the contract price paid for the product claimed to be defective or unsuitable.
4. This warranty does not extend to any product provided by AMERICAN FIRE GLASS® which has been subjected to misuse, neglect, accident, improper installation, or use in violation of instructions furnished by AMERICAN FIREGLASS®.
5. This warranty does not extend to or apply to any unit which has been repaired or altered at any place other than an AMERICAN FIRE GLASS factory, or by persons not expressly approved by AMERICAN FIRE GLASS®.
6. Components manufactured by any supplier other than AMERICAN FIRE GLASS® shall bear only that warranty made by the manufacturer of that product.
7. Freight damage, color changes, and rust occurring from cause beyond manufacturer's control and are not covered by any warranty.

**THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE. AMERICAN FIRE GLASS® shall be held harmless from any and all claims by the buyer as a result of injury or damage to an ultimate**

user or other person caused by the product sold herein by the seller to the buyer, whether the injury or damage results from the assembly, installation, operation, shipment, storage or manufacture of this product. AMERICAN FIRE GLASS® makes no warranties, expressed or implied, other than those expressly stated herein.

### **SUBMIT A WARRANTY CLAIM**

If you feel your AMERICAN FIRE GLASS® INC product has legitimately failed due to a manufacturing defect, we want to know about it, and we want to make it right. Please click the link below to use our friendly step-by-step warranty claim form. Here, you'll be able to request assistance on replacement parts or file for a full product replacement if necessary. Let us know how we can help.