



## **Fire Pit Art® Fire Pit Warranty**

Your fire pit includes a 10 year manufacturer's warranty on Carbon Steel Fire Pits, and a 100 year warranty on Stainless Steel Fire Pits for structural integrity during that time frame for the original purchaser.

If a fire pit from Fire Pit Art is found to be defective, Fire Pit Art reserves the choice to either repair or replace the product and a product that is either the original, or one that is of equal value or its equivalent, free of charge. This warranty excludes any and all applicable shipping and handling charges. If the product being warranted has been discontinued, the replacement product will be of equal or similar value.

Altering any Fire Pit Art fire pit or any of our products in any way other than the intended use, will void this warranty.

No warranty is offered on the Iron Oxide Patina finish or the "rust" finish. Steel products will develop natural Iron oxide Patina over time.

The original purchaser must provide photos of the product's defect(s) to [CustomerService@FirePitArt.com](mailto:CustomerService@FirePitArt.com), for evaluation. Upon approval of the claim, Fire Pit Art will issue a return for repair, or return for exchange of the defective product.

This warranty does not cover damage or product failure caused by accident, misuse, negligence, tampering, or modifications. Saltwater environments are excluded from this warranty. Fire Pit Art cannot be held responsible or liable for any injury or death due by the misuse of this product.

This warranty does not cover damage caused by either proper or improper use of our products to any surrounding surfaces, structures, or furnishings. This includes, but is not limited to, discoloration or damage to a patio or deck surface, furniture, house, or any other structure.

## **Artisan Spark Guard Warranty**

Fire Pit Art® Artisan Spark Guards are handcrafted to fit Fire Pit Art® and no returns are accepted if they are purchased to fit any other product except Fire Pit Art. All though we use very heavy mesh screen it is susceptible to the high direct heat of the fire pit. Longevity is determined by the frequency and intensity of the fires and will be different for every user.

Although it may rust the fire screen material is guaranteed for sixty days against failure, the frame work is guaranteed for ten years with proof of purchase and would be shipped back prepaid to Fire Pit Art.

Although we do not get returns, please feel free to call or email at any time if you should have questions before or after your purchase. It is our belief that our fire pits will be passed along for generations and decades to come. Enjoy!

Call Fire Pit Art! 615.707.1912



Components	Application	
Indoor Fireplace	Residential	Commercial
Safety Pilot & Latch Tap Valve Kits	5 years	5 years
Millivolt & Manual Valve Kits	5 years	5 years
Indoor Remote Control Kits	5 years	5 years
Outdoor Fire Effects	Residential	Commercial
Stainless Steel Fire Burners	Hassle Free Lifetime	Hassle Free Lifetime
Electronic Components and Gas Valves	3 years	1 year
Pilot Assembly	2 years	1 year
Stainless Steel Components	5 years	1 year
Cold Rolled Steel Components	1 year	6 months
Refractory Outdoor Logs	5 years	5 years
Unfinished Fire Pit Enclosures	3 years	3 years
Copper Bowl Series (Normal weathering expected)	3 years	3 years
Polyethylene Basin and Liner	3 years	3 years

Water Pump	2 years	1 year
Float and Sensor	2 years	1 year
Hose and Fittings	2 years	2 years
Electronics and LEDs	2 years	1 year
Miscellaneous	Residential	Commercial
Ceramic Fiber Logs	3 years	2 years
Unfinished Fire Pit Enclosures	3 years	3 years
Finished Fire Pit Enclosures	3 years	3 years
Copper Bowl Series (Normal weathering expected)	3 years	3 years

## Warranty

Hearth Products Controls Company warranties product against manufacturing defects that prevent safe and correct operation of the product commencing from the date of original sale / shipment from HPC. 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 HPC for that specific product which states the nature of the defect or warranty claim. Product to be returned should be packed carefully—HPC is not responsible for 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 HPC 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 in the package with product.

Our warranty does not cover items that have been damaged by over heating, 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.

Hearth Products Controls Company is not responsible for local codes and / or if any of our products are not approved for installation. Please check with your local building department or governing agencies for proper approvals before purchasing. HPC is not responsible for the actions including negligence of the installer.