

Agio Warranty Information

FIREPIT LIMITED WARRANTY

What is Covered Under This Warranty?

Patio Embers Firepits are warranted against defects in materials and workmanship only for the following parts as outlined below:

3 Years

- Burner Assembly
- Ignition Module
- LP Regulator Hose
- Electrode

90 Days

- Firepit Tabletop Surface
- Firepit Base

Excluded from warranty coverage

- Lava Rocks
- Firepit Covers
- Thermocouple
- Firepit Logs
- Firepit Accessories
- Gas Conversion Valve

Damage resulting from improper assembly, improper usage, lack of proper care or maintenance, or exposure to water or direct flame is not covered. If you have questions regarding care and maintenance, please read the accompanying care and maintenance instructions or visit our website at patioembers.com. If you have further questions, please call our customer service center at 1-800-388-1887 M-F 9am-5pm EST.

Who Pays Warranty Related Shipping Costs?

Patio Embers provides warranty service for orders with shipping addresses located in the 48 contiguous United States (including Washington, D.C.) only. Patio Embers will pay all freight charges for shipments based on valid warranty claims submitted within 90 days product delivery. After 90 days, all shipping and handling charges are the responsibility of the claimant. Patio Embers does not provide international shipments or shipments outside the contiguous United States at any time for any reason.

What Will Be Done Should I Need to File a Warranty Claim?

Should any item or part fail to be as warranted, it will be replaced subject to the terms of this warranty. In the event the item has been discontinued, we will substitute an item of our choice that is of similar style and quality.

How Do I Obtain Warranty Service?

For assistance with warranty claims, procedures or requirements, contact our customer service center at 1-800-388-1887 M-F 9am-5pm EST within the relevant warranty period and provide us with a copy of sales order and delivery ticket. We reserve the right to request photographs and/or return of the defective item(s), parts(s), or any other evidence relating to any claim as we shall reasonably require.

What are the Limitations and Exclusions of this Warranty?

Warranty Limitations: THIS WARRANTY IS SUBJECT TO THE LIMITATIONS SET FORTH ABOVE. IN ADDITION, THIS WARRANTY IS MADE TO THE ORIGINAL PURCHASER ONLY FOR ITEM(S) PURCHASED THROUGH OUR WEBSITE AND IS NOT TRANSFERRABLE. PROOF OF PURCHASE IS REQUIRED.

Warranty Exclusions:

THIS WARRANTY IS SUBJECT TO THE EXCLUSIONS SET FORTH ABOVE. IN ADDITION, THE FOLLOWING ARE EXCLUDED FROM COVERAGE UNDER THIS WARRANTY: ANY ITEM OR PART USED FOR COMMERCIAL, CONTRACT OR ANY OTHER NON-RESIDENTIAL PURPOSE; FREIGHT DAMAGE; ITEMS OR PARTS SUBJECT TO MISUSE, ABUSE, NEGLIGENCE OR LACK OF PROPER CARE OR MAINTENANCE; NORMAL WEAR AND TEAR; DAMAGE CAUSED BY IMPROPER ASSEMBLY, ACTS OF NATURE, ACTS OF FORCE MAJEURE, VANDALISM, FIRE, FLOOD OR OTHER CASUALTY; HARDWARE AGAINST CORROSION OR RUSTING; PURCHASED OR REPLACEMENT PARTS OR COMPONENTS. ALSO EXCLUDED ARE LOSS OF USE OR TIME, INCONVENIENCE, MONEY, TRAVEL, PACKAGING, OR INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES OF ANY KIND. REPLACEMENT OF DEFECTIVE ITEMS OR PARTS AS PROVIDED HEREIN SHALL CONSTITUTE YOUR SOLE AND EXCLUSIVE REMEDY FOR ITEMS WHICH ARE NOT AS WARRANTED. IN NO EVENT SHALL OUR RESPONSIBILITY EXCEED THE PURCHASE PRICE OF THE ITEM FOUND TO BE OTHER THAN AS WARRANTED. THIS WARRANTY IS THE EXCLUSIVE STATEMENT OF YOUR RIGHTS WITH RESPECT TO ITEM(S) YOU HAVE PURCHASED AND SUPERSEDES ANY OTHER EXPRESS WARRANTY OR STATEMENT, WRITTEN OR ORAL, MADE IN CONNECTION WITH THE PURCHASE AND SALE OF SUCH ITEM(S).

AS SOME STATES DO NOT ALLOW EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, THAT LIMITATION MAY NOT APPLY TO YOU. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS THAT VARY FROM STATE TO STATE.