

LIMITED TWO-YEAR WARRANTY

Pyromania Inc. extends the following warranty for PyroMania brand “PyroMania Pro” series decorative gas appliances in the USA and Canada. Dealers and employees of Pyromania Inc. have no authority to make any warranty or authorize any remedies in addition to or inconsistent with the terms of this warranty. This warranty gives you specific legal rights. You may also have other rights that vary from state to state.

Pyromania Inc. warrants that this decorative gas appliance will be free from defects in material and workmanship for two years from its date of purchase. The warranty is subject to the conditions, exclusions and limitations described below.

This warranty applies only to the original owner of the product and is non-transferable. Pyromania Inc.’s obligation under this warranty does not extend to damages resulting from (1) assembly, operation or maintenance of the product not in accordance with the Owner’s Manual; (2) installation or use which does not comply with local building codes and ordinances; (3) shipping, improper handling, improper operation, abuse, misuse, accident or unworkmanlike repairs; (4) use of fuels other than those specified in the Owner’s Manual; (5) Installation or use of components not supplied with the product; and/or (6) modification of the product not authorized or approved by Pyromania Inc. This warranty is void if the product or any component has been removed, repaired or replaced before Pyromania Inc. has been given a reasonable opportunity to inspect the product. PyroMania Inc is free of liability for any damage caused by the unit, as well as inconvenient expenses, material or labor charges incurred by any service call, repair, removal or re-installation of any unit.

This warranty is limited to the replacement or repair of defective components or workmanship and Pyromania Inc. may fully discharge its obligations under this warranty by repairing or replacing, at its discretion, the defective components under this warranty. The maximum amount recoverable under this warranty is limited to the purchase price of the product only and does not cover costs related to freight, removal, re-installation, etc. If Pyromania Inc. is unable to provide replacement or repair in an expedient and cost-effective manner, Pyromania Inc. may discharge all obligations under this warranty by refunding the purchase price of the product.

This warranty applies only to appliances used for personal, family or household purposes and specifically excludes rental, community, and commercial applications.

The original purchaser acknowledges and agrees that this product is a hand-made, hand-finished product and each piece is unique. Any samples provided are typical of texture, finish, color, and individual characteristics but they should not be considered exact representations of the final product. There can be up to a 15% variation in color and texture from unit to unit. In addition, shape detail can vary as much as ¼” in size. The texture created by entrapped air ranges from smooth to randomly indented. Minor chipping, water staining and non-structural hairline cracks are also traditional characteristics of this product. As with natural stone, color will vary in individual order and among individual pieces in the same order. As with natural stone, excessive heat exposure may cause discoloration. As this product ages, color may lighten or darken according to specific field or storage conditions such as humidity, temperature and exposure to sunlight.

TO OBTAIN SERVICE UNDER THIS WARRANTY, YOU MUST:

1. Email written notice of the claimed condition to: sales@pyromaniafire.com
2. Affirm that you are the original owner of the product.
3. Submit photos of the issue in order to assess the warranty claim.
4. Provide Pyromania Inc. with a reasonable opportunity to investigate the claim, including a reasonable opportunity to inspect the product prior to any repair or replacement work and before any component of the product has been removed.

This warranty certificate along with proof of purchase must be produced when making any claim.

FIRST NAME:

LAST NAME:

EMAIL:

ADDRESS:

CITY:

STATE:

ZIP:

COUNTRY:

DATE OF PURCHASE:

PURCHASED FROM:

ORDER NUMBER:

MODEL NAME:

SERIAL NUMBER (Found on the data plate):

Do not send this form to Pyromania Inc. Please retain it for your own reference.