

Full Lifetime Warranty for WARMING TRENDS® Burners

WARMING TRENDS® warrants that each WARMING TRENDS CROSSFIRE® and other jetted-flame-brass-burners (each as "Burner") is free from defects in materials and workmanship and conforms to its specifications, which are available upon request.

The warranty period for a Burner is lifetime warranty beginning on the date of purchase ("Warranty Period"). This Warranty is transferable, but we reserve the right to require proof of ownership for any transferred burners including proof that the Burner was not acquired through improper means or unauthorized re-sellers. During the Warranty Period, WARMING TRENDS® provides repair and exchange services for the Burners, without charge. If a Burner does not function as warranted during the Warranty Period and, after a reasonable number of attempts, WARMING TRENDS® is unable to either 1) make it do so or 2) replace it with one that is at least functionally equivalent, you may return it to WARMING TRENDS® and your money will be refunded.

The warranty stated above will not apply to the extent that there has been misuse or use contrary to specifications or the appropriate user or operating manual, installation defect, accident, modification, unsuitable physical or operating environment, operation in other than the specified operating environment (e.g., outdoor burners should only be used outdoors) improper maintenance by you, or failure caused by a product for which WARMING TRENDS® is not responsible. With respect to Burners, the warranty is voided by removal or alteration of any identification labels or marks on any Burner or part.

THESE WARRANTIES ARE YOUR EXCLUSIVE WARRANTIES AND REPLACE ALL OTHER WARRANTIES OR CONDITIONS, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

ITEMS NOT COVERED BY WARRANTY

Other than as expressly stated above, WARMING TRENDS® does not warrant uninterrupted or error-free operation of any Burner or that WARMING TRENDS® will correct all defects.

Warming Trends® does not warranty any services related to our Burners, including installation, unless we provided those services to you. You may have warranty rights from the service provider, but we make no representations or warranties express or implied regarding any third party service provider.

This warranty also does not apply to any fire logs (including the FireStorm® Steel Log) or any of the electronics used in connection with our Burners, which may be covered by separate warranties with different terms.

YOUR RIGHTS UNDER STATE LAW

This Warranty gives you specific legal rights, and you may also have other rights which vary from state to state. You may find this information from the Federal Trade Commission helpful in understanding your rights, but we recommend you speak to your attorney regarding your specific situation and the laws in your state or jurisdiction. <https://www.consumer.ftc.gov/articles/0252-warranties>

CERAMIC LOGS WARRANTY

Ceramic log sets carry a (5) year limited warranty. This warranty does not cover color fading due to use. This warranty does not cover breakage caused by improper handling. This warranty is limited to original purchaser only.

IGNITION SYSTEMS WARRANTY

ALL BURNERS AND ELECTRONICS MUST BE COVERED WHEN NOT IN USE OR WARRANTY IS NULL AND VOID

Push Button Ignition Systems: There is no warranty offered on any push button ignition system.

Electronic Ignition Systems

RESIDENTIAL INSTALLATIONS:

24VIK and 3VIK systems are fully warranted for one (1) year with a limited warranty for two (2) years from date of purchase. In the event a system must be replaced due to a defect/malfunction of the system, Warming Trends® will repair or replace the system at no cost for the first year. In the event a system fails after the first year from date of purchase and within two years from date of purchase, Warming Trends® will repair or replace the system for a cost of 50% of the current list price. This warranty does not cover labor costs.

P24VIK systems purchased ON OR BEFORE April 15, 2018 are fully warranted for one (1) year with a limited warranty for two (2) years from date of purchase. In the event a system must be replaced due to a defect/malfunction of the system, Warming Trends® will repair or replace the system at no cost for the first year. In the event a system fails after the first year and within two years of date of purchase, the cost for a replacement system is at a discount rate of 50% of the current listed price. This warranty does not cover labor costs.

P24VIK Systems purchased AFTER April 15, 2018 are fully warranted for three (3) years from date of purchase. In the event a system must be replaced due to a defect/malfunction of the system, Warming Trends® will repair or replace the system at no cost for the first three years. This warranty does not cover labor costs.

COMMERCIAL INSTALLATIONS:

24VIK and 3VIK systems are fully warranted for twelve months from date of purchase. In the event a system must be replaced due to a defect/malfunction of the system, Warming Trends® will repair or replace the system at no cost. This warranty does not cover labor costs.

P24VIK Systems are fully warranted for one (1) year from date of purchase. In the event a system must be replaced due to a defect/malfunction of the system, Warming Trends® will repair or replace the system at no cost for 12 months from the date of purchase. This warranty does not cover labor costs.

Problems in the functioning of the systems due to gas plumbing or electrical installed by others are not covered by any warranty offered by Warming Trends®.

No dealer, distributor, or other person has the authority to represent or warrant a Warming Trends® product beyond the terms contained within this warranty, and Warming Trends® assumes no liability for such warranty representations. Any questions concerning this warranty should be directed to the Warming Trends® corporate office.

Return Policy of Warranty Product

Any Warming Trends® product deemed by Warming Trends® as defective and covered by the warranty may be returned to Warming Trends® for assessment to determine if repair or replacement is necessary. In order to return a product, you must have a Return Merchandise Authorization number (RMA#). Please contact Warming Trends® at orders@warming-trends.com or 877-556-5255 to obtain an RMA#. All returned merchandise must have the RMA# clearly printed on the outside of the package. Return shipping costs are the purchaser's responsibility. Warming Trends® is not responsible for product damaged or lost in transit. It is recommended that return items are shipped via a delivery service that can be tracked and/or insured to confirm receipt.