

### **MUZTAG OUTDOOR FIRES WARRANTY**

All Muztag Fires Ltd. gas fire appliances are covered by a 12 month limited warranty. Should there be any problems, please contact the retailer or supplier from where the appliance was purchased. Please quote serial number, which can be found on the label on the back side of door.

1. The warranty protects the appliance for the end user against defects in materials and workmanship for the period of one year, which begins on the date of purchase by the customer.
2. Under the warranty the end user is responsible for the cost of packaging and shipping the unit to Muztag. Muztag are not liable if the appliance is improperly packed resulting in damage during transit. Please retain all original packaging together with manuals, as this will assist in returning the product in the correct packaging.
3. Muztag will rectify the fault within a reasonable amount of time from the point of receipt at our factory.
4. The warranty covers only those defects which arise as a result of normal use of product, and do not apply to any:  
a) Improper and inadequate maintenance or modification; b) Repairs carried out by non-qualified technician; c) Damage caused by improper handling or installation; d) Operation outside the product specifications; e) Physical damage, accidental damage, neglect, or user abuse; f) Normal wear and tear.
5. If there is no fault found or the problem has been caused by third party, user error or physical damage and any of the reasons stated in section 4, a 'no fault found' charge and then any subsequent transport costs will be applied. Confirmation this charge will be given within 14 days of the item being tested.
6. The warranty applies to the original owner of the appliance and is non transferable.
7. Muztag reserve the right to repair or replace any faulty components. Faulty goods may be replaced with factory-refurbished products.
8. The warranty is void if, there is any attempt made to repair the system by a non-qualified third party, or if the system is inadequately or improperly maintained or modified All repairs and replacements will carry a 90 days warranty or the original warranty balance, whichever is greater.
9. Muztag reserve the right to replace discontinued products that are still under warranty with the nearest equivalent specification product.
10. This document is not proof of purchase or proof of warranty. Retain your proof of purchase.
11. Total liability extends only to the purchase price paid for the appliance, except where such a limitation is prohibited by statute.
12. Muztag, in the event of a warranty claim, reserves the right to either replace the appliance in question or to refund the purchase price of the appliance.

#### **Goods Damaged in Transit**

If goods are visibly damaged on receipt, it's important to sign for the goods as damaged on arrival with the courier and then contact the retailer or supplier immediately.