



WARRANTY POLICY

APPLIANCES & MATERIALS

Four Day Fireplace will honor any warranty put forth by the product manufacturer of your purchase. All warranties are subject to approval by the manufacturer as set forth by their own specific warranty. All warranties are unique to their individual manufacturer and are available in each owners manual or published online on the manufacturers website. Warranties may only be performed on products that have been paid in full, on the invoice due date, and installed by an FDF certified technician. Any questions or additional information can be obtained through your Four Day Fireplace representative or by emailing sales@fourdayfireplace.com

LABOR & CRAFTSMANSHIP

Four Day Fireplace offers a 1 year warranty from the date of installation on any and all technical or craftsmanship labor performed to the original purchaser only unless otherwise noted in writing by a Four Day Fireplace representative. This includes but is not limited to appliance installation, venting installation, gas piping, framing, finish work, stone or tile work, wood work, and/or any other service paid for on the original purchaser's invoice or listed on their signed statement of work.

After 1 year, Four Day Fireplace will not be responsible for any labor or material costs. Any repairs or replacements will be at the discretion of FDF management. If a claim is requested by a customer and it is determined that the issue is a result of lack of maintenance, interference of another service provider, improper use or a lack of willingness on the consumers behalf to understand the appliance's functionality, the requesting customer will be responsible for an invoice reflecting any time spent by FDF at an hourly rate of \$85 including any drive time required.

EXTENDED WARRANTY OFFERING

Four Day Fireplace offers an additional, 1 year, extended warranty, on parts, labor, and craftsmanship, to qualifying customers who schedule and pay for their first annual cleaning before the 365th day after their original install date. The service call will be invoiced at the current rate of service for an annual cleaning and diagnoses.

This offer is only provided to the original purchaser unless prior approval, in writing, is provided by an FDF representative. To qualify, the appliance must be installed by an FDF certified technician, no alterations, repairs, or damages beyond normal use may occur prior to the extension service call. If all qualifications are met, FDF agrees to extend the original purchaser's warranty until the 730th day from the original install date. All warranties are upon approval and at the discretion of FDF management.



SERVICE WARRANTY POLICY

TECHNICAL SERVICE AND REPAIR WARRANTY

Four Day Fireplace offers a 90 day warranty for any replacement parts provided and paid for during a technical repair or maintenance call to the original purchaser only. Labor and craftsmanship is also covered only when the paid labor is performed by an FDF certified technician. Warranty claims may only be requested after the original invoices and any associated fees have been paid in full.

FDF is not responsible for issues or part failures due to or involving the age of the appliance, lack of maintenance, interference of another service provider, improper use, a lack of willingness on the consumers behalf to understand the appliance's functionality, failure of parts/services not provided by FDF, or the disregard of recommendations made by FDF certified technicians.

If a warranty claim is requested and an FDF technician determines that a cause outside of FDF's original repair invoice is the cause of the issue, the requesting customer will be responsible for an invoice reflecting any time spent by FDF at an hourly rate of \$85 including any drive time required. A quote for any additional repairs will be provided if necessary.

If a warranty claim is requested by a customer and it is determined that the issue is a result of lack of maintenance, interference of another service provider, improper use or a lack of willingness on the consumers behalf to understand the appliance's functionality, the requesting customer will be responsible for an invoice reflecting any time spent by FDF at an hourly rate of \$85 including any drive time required.

If you have any questions or concerns regarding the FDF warranty policy, please contact FDF management prior to your service request to avoid any potential unexpected fees.