

Concrete GFRC Waiver Agreement

Review and Sign Below

Warranty Terms Waiver - Concrete “Gather Series” Manufactured by Wetstone Design

BEFORE-YOU-BUY:

IMPORTANT Concrete/GFRC fire features WILL develop **charring** and **non-structural cracking, aka hairline cracks**. This is the nature of concrete and thus, not covered by warranty.



What this means for you...

Nearly ALL concrete fire pits, whether sold by Montana Fire Pits or others, will eventually develop the same characteristics of browning/charring AND hairline cracks. The cracks can appear anywhere on the concrete shell, but are most prominent on the inside ledges nearest the fire. Visibility of the hairline cracks has been known to diminish when the unit is dry. The cracks will re-appear when any moisture is present. These characteristics can develop as soon as 20 minutes after lighting the fire.

Montana Fire Pits does not provide a warranty for cracking, charring/browning, or chipping of a concrete vessel.

By purchasing a concrete unit by Montana Fire Pits, you agree that any warranty claim or negative public review of the product or Company based on cracking, charring, or chipping of the concrete vessel will be denied or contested.

Exceptions:

Shipping damage that has been properly photographed and documented by the receiver, as well as submitted to Montana Fire Pits within 3 days of delivery, OR ideally the shipment is refused, will be considered for a freight claim based on evidence provided by you, the customer or receiver.

Considerations: Ways to Minimize Cracking and Charring

- Do not use the fire in windy conditions. Windy conditions cause the flame to lay over and come in contact with the concrete.
- Do not burn on high for more than 15 minutes, especially in windy conditions.
- Consider glass flame guards. The guards may help reduce the risk of the fire charring the inside edge of



the burn area. There is no guarantee this will remedy the cracking and charring.

- Consider an alternative material for the fire vessel. We recommend steel or aluminum. These materials are unaffected by the fire. You can burn on high for long periods of time without charring the metal. Soot may build up, but it wipes off with mild soap and a soft cloth.

Coverage: Length of Warranty

Montana Fire Pits warrants to the original purchaser that its products will be free from defects in materials and workmanship under normal use for the following time periods:

- **Standard Retail and Commercial Purchases:**
 - **One-year warranty** on the concrete shell

This warranty applies to the original purchaser only and is not transferable.

In addition to the above, this warranty does not cover:

- **Improper Use or Installation:** Any damage or malfunction caused by misuse, improper installation, or use other than as instructed by Montana Fire Pits is not covered. This includes damage from using the wrong type of fuel or failing to follow provided instructions.
 - **Structural Concrete Cracking:** Installing your fire feature on an uneven surface can cause stress on the concrete shell, potentially leading to cracks or deformation. Ensure your fire feature is installed on a level surface to prevent this type of damage, which is not covered by the warranty.
 - **Normal Wear and Tear:** Changes in color, texture, or finish are considered normal wear and tear and are not covered. Minor, non-structural hairline cracks will occur and are not considered a manufacturing defect.
 - **Weather Damage:** If you live in an area with heavy snow, an all-weather cover (sold and supported by others) is necessary to protect your fire feature. Damage caused by snow accumulation without a cover is not covered by this warranty.
- **Refinishing:** Concrete systems within our “Gather Series” are dyed through and through. You can, if desired, refinish/reseal the concrete by requesting a kit on our support page and following the instructions in our video located at montanafirepits.com/learn/#care

X _____



Signature Certificate

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