



Gather Series by Montana Fire Pits - *Warranty, Returns & Exchanges 2023*

The Nature of GFRC

The Gather Series GFRC tables are all one-of-a-kind and designed to be durable for years to come. The nature of GFRC is that it is natural stone and it is susceptible to moisture and in various climates of freezing and thawing, small cracks may appear. This does not affect the integrity of the GFRC fire table. Re-sealing your GFRC is always an option for extra protection if done annually. Media made from ceramic or steel must be at least 4" from edges of the fire table as excessive heat can cause warping and damage to the structure of the fire table. If media is used incorrectly, the warranty will be voided.

MFP does not warrant against chips, dings, scratches and scuffs during and after installation. If a blemish occurs in your possession, MFP will not be responsible for the repair of that damage. MFP encourages you to cover the entire table during inclement weather or seasonal changes.

Freight and Delivery

Please inspect upon delivery by opening the crate prior to the freight carrier leaving and checking for any damage that may have occurred during transport. If damage is visible to the table, please refuse delivery. You have 5 days to submit a claim for any shipping damages that were unseen. Please plan accordingly even if installation will not take place immediately.

We contract with LTL individual freight companies and as such, we ultimately have no control over the driver, scheduling and final drop-off. Our freight is established as "curbside delivery". You will be responsible for the movement and placement of your fire table once it has been delivered.

Installation

MFP will not incur any expense as it relates to transport, movement, handling, plumbing or installation of any fire feature. The owner is responsible for any and all installation once it is in your possession.

All fire features must be installed by a licensed and insured gas professional. MFP will not warrant or be responsible for anything pertaining to installation.

MFP does NOT warrant against any explosions as we do not provide ANY installation services. Installation, gas and electric connections must be provided by a licensed and insured gas professional. Connections made by non-qualified individuals will not be honored in any way. The Crossfire Brass Burner is a certified gas appliance and we use industry standard components and parts.

Refunds, Exchanges and Returns

MFP stands by our product and craftsmanship. Should a situation arise, we will do the best we can to identify the issue and solve it reasonably.

24v Electronic Ignition

Our electronic ignition carries a separate warranty through Warming Trends. Any issue with electronics will be referred to corporate Warming Trends for assessment and troubleshooting. In order to be covered by warranty, the product must be protected from moisture. If issues arise, please have your order number ready and call 303-346-2224.