



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

The Nature of Steel

Our tables are all one-of-a-kind and designed to be durable for years to come outside. MFP warrants the fabrication (welds) and structure of the fire table for 10 years from purchase date. 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.

Montana Fire Pits cannot control how the steel weathers during use and over the years. *Rust happens.* MFP does not warrant the natural process of steel aging. If rust occurs, there are steps you can take to slow the process. MFP **does** warranty our powder coating for 12 months from date of delivery. Sometimes, light surface rust may appear on inside 90 degree corners. These corners occur on our units inside the burner area and on the inside of the unit and possibly along the edge of the "lid ledge". This light rust is not cause for concern for longevity of the unit and can be treated easily. However, should "significant rust" appear on the surface, this is slightly different.

MFP has a detailed and cooperative process to determine the root cause of rust including a questionnaire. We desire to know how rust may appear so that we can make adjustments to our process for constant improvement.

MFP does not warrant against chips, dings, scratches and scuffs during and after installation or for normal wear and tear. If a blemish occurs in your possession, MFP will not be responsible for the repair of that damage. The flush mounted steel lids are susceptible to damage due to their weight. Chips may occur on the corners and edges of the lids over time and are not covered by warranty. 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.

MFP does not warranty against damage caused by improper ventilation. Our venture steel fire tables are provided with leveling feet which are to be used to create ventilation around the entire base perimeter of up to 2" of clear space.

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.

MFP does not cover or reimburse labor costs associated with installation under any circumstances including but not limited to: plumbing, moving, cranes, equipment, local vendors etc.

Replacement

Rarely does a unit need to be replaced. Should a replacement be deemed necessary after our thorough assessment, normal lead times apply and further instructions communicated.

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 Warming Trends at 303-346-2224.