

OCEAN ROCK USA LLC

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Warranty Policy

Ocean Rock USA LLC warrants fire features and accessories to be free from defects in parts and workmanship under normal use and service for a period of 1 year from the date of purchase. In the event of such defects Ocean Rock will, at its option, repair or replace the defective product. The foregoing is at the discretion of Ocean Rock.

There will be no charge for the replacement parts or product, however it will be the consumer's responsibility to return the product to the original place of purchase. Ocean Rock will not be responsible for consequential damages in excess of the purchase price of the product on which such liability is based and the warranty does not cover costs including freight, removal and reinstallation.

This warranty is non-transferable and applies only for units that are for non-commercial personal use only. Under this warranty agreement, all gas lines must be installed by a licensed gas fitter. Damage caused by shipping, staining and abuse are not covered under this warranty. Dings, dents and scratches, fading and natural weathering are not covered under this warranty. Decorative rock is not covered under this warranty. Improper installations, repair or modifications made by anyone other than Ocean Rock will void this warranty and any damage caused by such is also not covered under this warranty.

Minor chipping, weather fading, water staining and non-structural hairline cracks are typical of the material of this product and are not covered under this warranty. Some color and texture variation is typical of the material and finish for this product and is not covered under this warranty.

Cast concrete is a hand finished process. As such, this product's finish will vary by unit. There will be a color variance of up to 15% in each unit. There may also be uneven texture or pattern as well as small holes in the surface caused by air or water trapped on the surface during casting. This is a normal trait of cast concrete and is not covered under warranty.