

Limited Warranty

(Valid in USA, its territories & Canada only)

WARRANTY COVERAGE: This product is warranted against defects in workmanship and / or materials.

WARRANTY DURATION: This warranty extends only to the original purchaser of the product and lasts for a period of 1 year from the date of original purchase or until the original purchaser of the product sells or transfers the product, whichever occurs first.

WARRANTY EXCLUSION: This warranty doesn't apply if the product was damaged or failed because of accident, improper use, handling or operation, shipping damage, abuse, misuse, unauthorized repairs made or attempted, the use of the product for commercial or nonresidential purposes, or other causes not arising out of defects in materials or workmanship. This warranty does not cover shipping charges for the return of products to R&D Group LLC for repair or replacement. R&D Group LLC will pay outward shipping charges following warranty repairs or replacement. This warranty doesn't apply to the following which may be supplied with this product, including but not limited to; LCD Screens, glass panels, glass frames or shields, Remote Controls, Light bulbs, Switches etc. Any and all warranties, expressed or implied (including, without limitation, any implied warranty of merchantability), lasts 1 year from the date of original purchase or until the original purchaser of the product sells or transfers the product, whichever occurs first. And in no event shall manufacturer's liability under any express or implied warranty include: (a). Incidental or consequential damages from any cause whatsoever, or (b). Replacement or repair of any house fuses, circuit breakers, receptacles or any other personal / commercial property. Notwithstanding anything to the contrary,

in no event shall manufacturer's liability under any express or implied warranty exceed the purchase price of the product and any such liability shall terminate upon expiration of the warranty period. *(Some states and provinces do not allow limitations on how long an implied warranty lasts, or the exclusion or limitation of incidental or consequential damages, so these exclusions or limitations may not apply to you. This warranty gives you specific legal rights. You may also have other rights which may vary from state to state and province to province)*

This warranty does not apply to any units which have been used in violation of written instructions furnished by the manufacturer or to the units which have been altered or modified or, to damaged products or parts thereof which have had the serial number removed, altered, defaced or rendered illegible. This warranty is effective only if the product is purchased and operated in USA. If the unit was purchased outside the continent of USA & Canada, return the unit to the place of purchase. This warranty does not apply if product is operated on any other voltage / frequency other than 110 ~ 120V / 60Hz.

WARRANTY DISCLAIMERS: This warranty is in lieu of all warranties expressed or implied and no representative or person is authorized to assume for manufacturer any other liability in connection with the sale of our products. There shall be no claims for defects or failure under any theory of tort, contractor commercial law including but not limited to, negligence, gross negligence, strict liability, breach of warranty and breach of contract.

WARRANTY PERFORMANCE: During the warranty period, R&D Group, LLC, at its sole option, repair, recondition or replace any part or parts that prove to be defective or replace the whole product with the same or comparable model. A product with a defect will be either repaired or replaced with a reconditioned comparable model. The repaired or replacement product will be in warranty for the balance warranty period or additional 30 days, whichever is greater. No

charge will be applicable for such repair or replacement.

SERVICE AND REPAIR: If service is required for this product, you should first contact R&D Group, LLC Customer Service at:

ContactUs@Hanover-Products.com

1-877-397-5144

Monday to Friday 9am to 5pm (Eastern Time)

NOTE: Parts for discontinued, obsolete and certain other products may not be available, due to safety reasons. Many electronic components and most fireplace components are not available to consumers for installation or replacement. Manufacturer cannot assume responsibility for loss or damage during shipment. As a precautionary measure, carefully package the product for shipment, and insure it with the carrier. Be sure to enclose the following details with the product: your full name, return address and daytime phone number, a note describing the problem you experienced, a copy of your sales receipt or other proof of purchase to determine warranty status. C.O.D. shipments cannot be accepted.