

30 - Day Money Back Guarantee

Fireside Outdoor is dedicated to providing the best customer experience possible alongside providing quality products. Therefore, if you are unsatisfied with your Fireside Outdoor products for any reason you may opt for a full refund within 30 days from the original purchase date.

Original and return shipping costs are non-refundable, unless the product or merchandise was shipped to you in error.

No refunds will be given on merchandise returned after thirty (30) days of the original purchase date.

To initiate the refund process please send an email to:

HelpDesk@FiresideInd.com

Please include a copy of your original receipt with the product or merchandise so we can process your return.

Warranty

We're dedicated to engineering and manufacturing durable outdoor gear designed to be used for generations. But sometimes the unexpected happens. If there is an unforeseen issue with your Fireside Outdoor product we do provide the following warranty.

LIMITED WARRANTY

We take great pride in the products we engineer therefore all products manufactured by Fireside Industries Inc. are warrantied against defects in the workmanship and materials for their applicable Warranty Period, subject to the below conditions.

In order for your warranty claim to be approved, the following conditions must be met:

- You must have purchased the product from a Fireside Outdoor authorized dealer;
- You must provide proof as to the date of purchase from the Fireside Outdoor authorized dealer;
- You must return the product to Fireside Outdoor; and
- You must have used the product only as intended and in accordance with the product's care instructions.

If a defect occurs as the result of the Product's intended use according to the care instructions during the Warranty Period, we will repair or replace, at our discretion, the defective product or part. The warranty does not cover defects caused by third-party modifications, repairs, or replacement parts. **Punctures, scratches, normal wear and tear, and the natural breakdown of colors and materials over extended time and use are not warranted.**

HOW TO SUBMIT A CLAIM

Warranty claims must be submitted by email to:

HelpDesk@FiresideInd.com

If your warranty claim is approved, you will be supplied with a Return Material Authorization number (RMA#) and a pre-paid shipping label. We recommend keeping a copy of your tracking number for your records. Products must be returned directly to Fireside Outdoor in adequate cardboard packaging. A copy of the original sales receipt and the RMA# must be included with the product.

WARRANTY DISCLAIMER

There are no express warranties other than the warranty set forth herein. **ANY IMPLIED WARRANTIES, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR ANY PARTICULAR PURPOSE, ARE LIMITED TO THE DURATION OF THIS EXPRESS WARRANTY.** Some States do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

UNDER NO CIRCUMSTANCES, WHETHER FOR BREACH OF WARRANTY, BREACH OF CONTRACT, NEGLIGENCE, OR OTHER TORT, OR ANY STRICT LIABILITY THEORY, WILL FIRESIDE OUTDOOR BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES. Some States do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

The warranty is only available in the United States.