

Warranty Info

All [Fire Sense/Patio Sense](#) products are warranted to be free from defects in materials or workmanship for one year from the date of purchase. Within this period, [Fire Sense/Patio Sense](#) will, at its sole option, repair or replace any components which fail in normal use. Such repairs or replacements will be made at no charge to the customer for parts or labor, provided that the customer shall be responsible for any transportation cost. This warranty does not cover failures due to abuse, misuse, accident or unauthorized alterations or repairs.

THE WARRANTIES AND REMEDIES CONTAINED HEREIN ARE EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES, WHETHER EXPRESS, IMPLIED OR STATUTORY, INCLUDING ANY LIABILITY ARISING UNDER ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, STATUTORY OR OTHERWISE. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, WHICH MAY VARY FROM STATE TO STATE.

IN NO EVENT SHALL PATIO MARKET BE LIABLE FOR ANY INCIDENTAL, SPECIAL, INDIRECT OR CONSEQUENTIAL DAMAGES, WHETHER RESULTING FROM THE USE, MISUSE OR INABILITY TO USE THE PRODUCT OR FROM DEFECTS IN THE PRODUCT. SOME STATES DO NOT ALLOW THE EXCLUSION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU.

[Fire Sense/Patio Sense](#) retains the exclusive right to repair or replace the product or offer a full refund of the purchase price at its sole discretion.

SUCH REMEDY SHALL BE YOUR SOLE AND EXCLUSIVE REMEDY FOR ANY BREACH OF WARRANTY.

Extend Your Warranty

When you purchase a Fire Sense or Patio Sense product you can have the peace of mind in knowing that it comes with a minimum one-year guarantee. Extend your warranty for an **additional year** when you write a review of your purchase.

Procedure for Claims Under Limited Warranty

To obtain warranty service, an original or copy of the sales receipt from the original retailer is required. Online auction confirmations are not accepted for warranty verification, and Fire Sense/Patio Sense will not replace missing components from any package purchased through an online auction. Fire Sense/Patio Sense retains the exclusive right to either repair or replace the unit with a newly over-hauled (NOH) unit or new unit at its sole discretion. Call or e-mail Fire Sense/Patio Sense Customer Service and describe the problem you are experiencing and request a Return Material Authorization (RMA) tracking number. In addition to your original sales receipt, you will need to provide the unit's serial number (if available), your return shipping address, a daytime telephone number and an e-mail address.

Phone: 1-866-985-7877

E-mail: cservice@welltraveled.net

Manufacturers' warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from. Please review the warranty carefully, and contact the manufacturer if you have any questions.