



All Gas Firepit Burners delivered to a UK mainland address are covered by our 12 month return to base limited warranty. Please quote your invoice number and serial number, (which can be found on the label on the control box). Also, if purchased through a dealer or installer, his name and contact details.

Firepits UK Ltd make every effort to ensure all firepit burners leaving our factory are in perfect working order. Each burner is 'burn tested', to ensure it functions safely and correctly. Due to the nature of the product, problems can be caused during the installation process, which are not covered by the manufacturers' warranty.

To return your firepit burner, you must first contact us explaining the reason for the return

1. Return to Base warranty warrants the firepit burner to the end user, against defects in materials and workmanship for the period of one year, which begins on the date of purchase by the customer.
2. Under a return to base warranty the end user is responsible for the cost of packaging and shipping the unit to us. We are not liable if the burner is improperly packed resulting in damage during transit. Please retain all original packaging together with manuals, as this will assist in returning the product in the correct packaging.

3. We will rectify the fault within a reasonable amount of time from the point of receipt at our factory.

4. The Return to Base warranty covers only those defects which arise as a result of normal use of product, and do not apply to any: Improper & inadequate maintenance or modification. Repairs carried out by non-authorized persons. Damage caused by improper handling or installation.

Operation outside the product specifications. Physical damage, accidental damage, neglect, or user abuse. Normal wear and tear.

5. If there is no fault found or the problem has been caused by third party installer, user error or physical damage and any of the reasons stated in section 4, a no fault found charge may be applied, you will be emailed and phoned to confirm this charge within 7 days of the item being tested, you will also be charged return carriage for return of your goods.

6. The warranty applies to the original owner of the firepit burner and is non transferable.

7. We reserve the right to repair or replace any faulty components. Faulty goods may be replaced with factory-refurbished components.

8. The warranty is void if, there is any attempt made to repair the appliance by a non-authorized third party, or if the appliance is inadequately or improperly maintained or modified.

9. The warranty is void if any part of the appliance has been disconnected in order to install into your pit, or if the anti tamper paint has been removed from the valve adjustment screws.

10. We reserve the right to replace discontinued products that are still under warranty with the nearest equivalent specification product. All repairs and replacements will carry a 90 days warranty or the original warranty balance, whichever is greater.

11. This document is not proof of purchase or proof of warranty,

No-Fault Returns Conditions

For no-fault returns purchased directly from Firepits UK Ltd, please contact us with 14 days of receiving the appliance. All non-faulty returns must be returned within one month of purchase. They must be returned undamaged in their original undamaged packaging, along with all accessories and manuals etc.

If any returned item is damaged or parts missing, including the original packaging and manuals etc, we reserve the right to charge a 15% restocking fee. Goods returned after one month of purchase will be liable for a 15% restocking fee. Any goods found to be damaged upon receipt at our factory, may be subject to a repair fee of up to 50%.

Goods Damaged in Transit:

If goods are visibly damaged on receipt, it's very important to sign for the goods as damaged on arrival with the courier and then contact us immediately. We cannot accept claims for carrier damage, unless this has been reported to the carrier upon receipt.

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