

Non-Combustible Mantels Limited Warranty

LEXINGTON HEARTH MANTELS are warranted against manufacturer defects and workmanship for a period of **one (1) year** from the date of purchase. This warranty applies to the original owner and is non-transferable. We will repair the mantel if possible or, if we determine it cannot be repaired, will replace the mantel and/or components with a new mantel. If an exact replacement is no longer available, we will substitute with a product of the equal or greater value than the original purchase.

MANTELS ARE INDIVIDUALLY CAST, AND HAND-PAINTED. Mantel color and dimensions can vary slightly from samples and published measurements.

WARRANTY LIMITATIONS apply if the item has been subjected to neglect, misuse, alteration, unauthorized repairs, relocation, dents, dings, scratches, incorrect applications, Acts of God, and all other uncontrollable events, which are not covered by this warranty.

Any minor discrepancies that may occur during, or after the warranty period, ARE NOT typically considered to be a warranty issue. For this reason, we include touch-up kits for all finishes, to allow you to make these repairs when necessary.

Examples of things that ARE NOT covered by this warranty include, but are not limited to:

- Does not cover minor cosmetic imperfections that do not affect structural performance.
- Scratches caused by normal use or abuse.
- Variation in colors due to exposure to sunlight, heat, cold, or chemicals.
- Damage caused by dirt, debris, or water damage.
- Freight Damage or damage caused by moving, repositioning, or relocating of product.
- Failure to follow installation instructions, and use of unsuitable anchoring foundations.

- Failure to maintain the product in a reasonable/responsible manner.
- Does not cover third-party materials or labor costs incurred for assembly, permits, and inspections.

LEXINGTON HEARTH MANTELS DISCLAIMS ANY LIABILITY FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES ARISING OUT OF BREACH OF THIS WARRANTY. OTHER THAN THE STATED LIMITED WARRANTY TERMS ABOVE, NO OTHER WARRANTIES ARE EXPRESSED OR IMPLIED

TO MAKE A CLAIM:

Please include your name, delivery address, email address, and phone number. Describe what issue you need assistance with and provide photos of the problem, if possible.

If the product was damaged during shipping, please note the damage on the shipper's documents and include a copy of the shipper documents with your claim. **Shipping damage claims must be reported to us within seven (7) days of receiving your product.**

Contact us using one of the methods shown below.

Call: 859-231-6492 (x127)

Email: info@lexingtonhearth.com

Mail: Lexington Hearth Mantels

454 Fairman Road

Lexington, KY 40511