

AZ PATIO HEATERS

1 YEAR LIMITED WARRANTY



For all warranty issues, please call the warranty department at **1-888-775-1330**.

LIMITED WARRANTY

AZ Patio Heater, LLC (“Vendor”) warrants to the original retail purchaser of this heater to no other person, that if this heater is assembled and operated in accordance with the printed instructions accompanying it, then for a period of one year from the date of purchase, all parts in such heater shall be free from defects in material and workmanship. Vendor may require reasonable proof of your date of purchase from an authorized retailer or distributor. Therefore, you should retain your sales slip or invoice. This limited Warranty shall be limited to the repair or replacement of parts, which prove defective under normal use and service and which the vendor shall determine in its reasonable discretion upon examination to be defective. Before returning any parts, you should contact Vendor’s customer service department using the contact information listed below. If Vendor confirms, after examination a defect covered by this limited warranty in any returned part, and if Vendor approves the claim, Vendor will replace such defective part without charge. If you return defective parts, Transportation charges must be prepaid by you. Vendor will return replacement parts to the original retail purchaser, Freight or postage prepaid.

The limited Warranty does not cover any failures or operating difficulties due to accident, abuse, misuse, alteration, misapplication, improper installation or improper maintenance or service by you or third party, failure to perform normal and routine maintenance on the heater, shipping damage, normal adjustment to the burner, damage or repairs related to insects, birds, or animals of any kind, and damage due to weather conditions as set out in this owner's manual. In addition, the Limited Warranty does not cover damage to the finish such as scratches, dents, discoloration, rust or weather damage, after purchase.

The limited Warranty is in lieu of all other express warranties. Vendor disclaims all warranties for products that are purchased from sellers other than authorized retailers or distributors. AFTER THE PERIOD OF THE 1 YEAR EXPRESS WARRANTY, VENDOR DISCLAIMS ANY AND IMPLIED WARRANTIES, INCLUDING WITHOUT LIMITATION THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. FURTHER, VENDOR SHALL HAVE NO LIABILITY WHATSOEVER TO PURCHASER OR ANY THIRD PARTY FOR ANY SPECIAL, INDIRECT, PUNITIVE, INCIDENTAL, OR CONSEQUENTIAL DAMAGES. Vendor assumes no responsibility for any defects caused by third parties. This limited warranty gives the purchaser specific legal rights; a purchaser may have other rights depending upon where he or she lives. Some jurisdictions do not allow the exclusion or limitation of special, incidental or consequential damages, or limitations on how long a warranty lasts, so the above exclusion and limitations may not apply to you.

Vendor does not authorize any person or company to assume for it any other obligation or liability in connection with the sale, installation, use, removal, return, or replacement of its equipment, and no such representations are binding on vendor.

Filing a claim

After your initial call to the warranty department, you will be required to provide your email address. You will then be sent a link to file a claim. Please fill out the form and provide proof of purchase and images of damages if necessary.

A representative will reach out to you 24-48 hours after initial claim submission.

Warranty Claim



Warranty Claim Form

Missing, damage or defective parts.

Email*

Separate multiple emails by comma

Type Of Unit*

Model #*

Check the front page of your manual

From which retailer was this purchased? *

Purchase Date*

Warranty Description*

Please be descriptive

Proof Of Purchase*

No file chosen

Product Images

No file chosen

Thank you for contacting AZ Patio Heaters warranty department.

Please make sure you have included all of the following.

- Name and shipping address.
- Copy of your original purchase order.
- Telephone number/email that we can reach you at in case we have questions.
- Parts needed.
- Images of the damaged or defective pieces. Please note we only replace manufacturer defective parts.



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