

Warranty and Claims Policy

EcoSmart Fire

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Our products are covered by a transferable limited warranty and a solid service and support network should you need it. Many aspects of our products are hand-produced, hand-finished and use natural materials, which makes it subject to minor variations in colour, finish and size. All pieces will mature and age over the course of time through natural processes associated with use, heat and flame. These changes are an essential part of the dynamic of the piece. MAD Design Australia reserves the right to make minor amendments without prior notice.

Length of Warranty

- **Two-year warranty:** Flex models and stainless steel parts (raw, finished, powder coated, black ceramic coated).
- **One-year warranty:** Mild steel, cement, glass, leather, fabric, teak, MDF.

Chips and scratches are not covered by warranty. Natural variation in color, texture and porosity may occur with Fluid™ Concrete Technology products and are considered inherent and valued qualities of the material. Non-structural hairline cracks are possible and shall not be considered a manufacturing defect.

Warranty Information

The Company warrants to the Customer that the Goods will be supplied in an undamaged condition.

On discovery of any defect in the Goods, the Customer must immediately notify the Company in writing of such defect. The Customer must not carry out any remedial work to alleged defective Goods without first obtaining the written consent of the Company to do so.

The provisions of any act or law (including but not limited to the Trade Practices Act 1974) implying terms, conditions and warranties, or any other terms, conditions and warranties which might otherwise apply to or arise out of the agreement between the Company and the Customer in relation to the Goods are hereby expressly negated and excluded to the full extent permitted by law.

The Customer expressly acknowledges and agrees that it has not relied upon, and the Company is not liable for any advice given by the Company, its servants, agents, representatives or employees in relation to the suitability for any purposes of the Goods.

Express Warranties Do Not Include

- Service calls to:
 - Correct the installation of the product.
 - Instruct you how to use the product.
- Repairs when the product has been used in other than normal domestic/commercial use or when not used in accordance with the Installation, Operating and Maintenance Manual.
- Repairs when the parts or models have been modified or altered in any way that has not been approved in writing.
- Repairs when the product has been dismantled, repaired or serviced by anyone other than an authorised representative.
- Pick up and delivery.
- Normal maintenance as required in the Installation, Operating and Maintenance Manual supplied with the product.

- Transportation or travelling costs involved in the repair when the appliance is installed outside our Authorised Customer Service Centre's normal service area.
- Damage to the product caused by accident, misuse or Act of God.

Services and Claims

The Warranties set out above are express Warranties given by MAD Design Group and are in addition to the rights and remedies which are conferred upon consumers by Trade Practices Act 1974 of the Commonwealth and other Commonwealth, State or Territory legislation.

Service under the warranties set out above must be provided by MAD Design Australia Authorised Customer Service Centre which shall provide service during their normal working hours.

Your warranty certificate along with proof of date of purchase must be produced when making any claim.

Please note: Don't send in any devices to the manufacturer without any former contact with your distributor or dealer. He will inform you about all following steps.

Source: EcoSmart Fire — Warranty and Claims Policy
<https://ecosmartfire.com.au/support/warranty-claims-policy>