



Country Living 1-Year Limited Warranty

Coverage

Country Living warrants to the original purchaser that its **products** will be free from defects in material and workmanship under normal residential use for a period of **one (1) year** from the date of purchase.

What Is Covered

This warranty covers:

- Structural integrity of the wood mantel product
- Workmanship-related defects, including joints, assembly, and fasteners
- Material defects in the wood components (excluding natural wood variations)

What Is Not Covered

This limited warranty does **not** cover:

- Damage resulting from improper installation, misuse, neglect, or modification
- Normal wear and tear, including scratches, dents, chips, and finish degradation
- Warping, cracking, or discoloration due to moisture, direct heat exposure, or improper storage
- Natural characteristics of real wood such as grain variations, color inconsistencies, knots, and minor surface irregularities
- Commercial, rental, or non-residential use
- Incidental or consequential damages of any kind
- Damage due to misuse, abuse, accident, alteration, negligence, improper installation, or lack of maintenance.
- Operation with unauthorized accessories or components not originally supplied with the unit.
- Acts of God, environmental conditions (e.g., prolonged exposure to dampness), or chemical damage.
- Consumable parts including **light bulbs, fuses, batteries, and remote control batteries.**

Commercial Warranty

For products installed in commercial, hospitality, rental, or multi-family settings, Country Living provides a limited warranty of six (6) months covering structural defects in materials and workmanship. Finish wear, cosmetic changes, and damage due to high-traffic use or environmental exposure are excluded from coverage. Coverage is contingent upon proper installation by a licensed professional and compliance with maintenance guidelines.

Warranty Claims Process

To initiate a warranty claim:

1. Contact Country Living Customer Service at 877-430-0703 within the warranty period.
2. Provide a valid proof of purchase (e.g., invoice, receipt, or order confirmation).
3. Submit clear photos and a written description of the issue.

Country Living reserves the right to assess the product and determine the validity of the claim. If the issue is deemed covered by this warranty, Country Living will, at its sole discretion:

- Repair the product,
- Replace it with the same or a comparable model, or
- Offer a prorated refund of the original purchase price.

Limitations

This warranty is the exclusive warranty provided by Country Living and supersedes all prior representations or warranties, whether express or implied, including any warranty of merchantability or fitness for a particular purpose. Country Living's liability is strictly limited to the original purchase price of the product.

Note: Some jurisdictions do not allow limitations on implied warranties or the exclusion of incidental or consequential damages, so these limitations may not apply to you.

Governing Law

This warranty gives you specific legal rights, and you may also have other rights that vary from state to state. This warranty is governed by the laws of the state in which the product was purchased.