Modern Ember 2 Year Limited Warranty

Modern Ember warrants to the original purchaser that its electric fireplaces shall be free from defects in material and workmanship under normal use and service for a period of two (2) years from the date of original purchase, subject to the conditions and exclusions outlined below.

Scope of Warranty
During the warranty period, Modern Ember will, at its discretion provide replacement parts free of charge.

This warranty applies only to units purchased from authorized dealers and installed in accordance with all applicable codes and installation guidelines provided with the product.

Exclusions and Limitations

- This warranty does not cover:
- Damage due to misuse, abuse, accident, alteration, negligence, improper installation, or lack of maintenance.
- Surface blemishes or cosmetic damage occurring after purchase (e.g., discoloration, chips, scratches).
- 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.
- Damage caused by shipping or handling.
- Consumable parts including light bulbs, fuses, batteries, and remote control batteries.
- Any labor or travel expenses not pre-approved or exceeding industry-average thresholds.

Conditions of Warranty

- This warranty applies only to the original purchaser and is non-transferable.
- Proof of purchase (receipt or invoice) must be provided with any warranty claim.
- Modern Ember reserves the right to inspect the product or request photographs before authorizing warranty service or reimbursement.
- Any replacement parts provided are covered for the remainder of the original warranty period or 90 days, whichever is longer.
- Any installation, labor, construction, transportation, or other related costs/expenses arising from defective part(s), repair, replacement, or otherwise of same, will not be covered by this warranty, nor shall the Company assume responsibility for same.

Claim Process
To initiate a warranty claim, please contact Modern Ember Customer Support at 1-888-575-6968 or customercare@modernember.com. Please provide:

- Proof of purchase.
- Product model and serial number.
- A description of the issue, including relevant photos or video, if available.

Modern Ember may require that defective components be returned for evaluation. Return shipping is the responsibility of the customer unless otherwise specified.

Limitations of Liability |
To the maximum extent permitted by law:

- Modern Ember's liability under this warranty is limited to the purchase price of the product or part.
- Modern Ember shall not be liable for indirect, incidental, or consequential damages arising out of use or inability to use the product.

Your Legal Rights
This warranty provides you with specific rights. You may have other rights, which vary from state to state or province to province.