

At Country Stoves, our commitment to the highest level of quality and customer service is apparent in everything we do. Each Country Stove is built on a tradition of using only the finest materials and is backed by our Exclusive Lifetime Limited Warranty to the original purchaser. With Country, you're not just buying a stove...you're buying a company with over two decades of unequaled performance and quality.

## **Country Stoves Wood Products Limited Lifetime Warranty**

Country Stoves, Inc ("Country Stoves") makes the following warranty (the "Warranty") for the ENTIRE STOVE to the original consumer/purchaser of a Country Stove wood stove or fireplace converter (each referred to herein as a "stove"): Manufacturers pre-authorized labor for 5 years and parts thereafter as long as you own the product (but a maximum of 5 years after Country Stoves discontinues the item.)

Note: The Warranty does not cover tarnish, discoloration or wear on the gold/nickel plating and fire bricks, ceramic fire blanket, paint or gasketing. All blowers have a one year manufacturer's limited warranty.

### **How the Warranty Works**

1. Country Stoves has the choice of either repairing the problem or replacing the defective part. (Country Stoves also has the choice of buying back the item at the cost the dealer was invoiced.)
2. If you discover a problem that you think may be covered by the Warranty, you MUST REPORT it to your Country Stoves dealer WITHIN 30 DAYS, giving them proof of purchase and the date of purchase. The dealer will investigate the problem and work with Country Stoves to determine (a) whether the problem is covered by the Warranty, and (b) whether the problem can be fixed in your home or does the product need to be returned to Country Stoves for repair.
3. If Country Stoves determines that stove needs to be returned to Country Stove for repair, the customer has the responsibility and the expense of removing it from your home and shipping it to Country Stoves. If the problem by the Warranty, Country Stoves will replace the item at its option and the customer is responsible for return shipping and reinstallation in their home.
4. If the problem is not covered by Warranty, the customer will be responsible for all repair costs, as well as all storage, shipping and the cost of removing and reinstalling the stove.
5. As described above, Country Stoves is responsible for stocking parts for a maximum of 5 years after discontinuing and manufacture or incorporation of the item into its products.
6. If you aren't satisfied with the service provided by the Country Stoves dealer, write to Country Stoves at the address listed below. Include the date you bought the product and a description of the problem.

### **Limitations**

1. Only problems caused by defects in materials or workmanship are covered. The Warranty does not cover any problem caused by (a) negligence, misuse, abuse, or circumstances beyond Country Stove's control, or (b) ordinary wear and tear, modification, alteration, or servicing by anyone other than Country Stove's or an authorized service technician. The Warranty also does not cover installation and operational related problems such as over-firing, downdrafts, spillage caused by environmental conditions such as nearby buildings and hilltops, inadequate venting or ventilation, excessive offsets, negative air pressure caused by insufficient burning of improper fuel such as wood that has been in or near salt water, treated, etc.
2. The Warranty is given only to the original consumer/purchaser. If the consumer/purchaser sells the stove or converter or gives it away, the Warranty ends. The Warranty applies only to products purchased after July, 1, 1996.
3. All installations must be performed in compliance with (a) the instructions contained in the "Owners Manual" provided with the product, and (b) local, state or federal building or fire codes.

4. If the products includes venting manufactured by another manufacturer, then the venting is not covered under this Warranty and is instead covered by the warranty, if any, or the manufacturer.

5. THE WARRANTY IS IN LIEU OF ALL OTHER WRITTEN OR EXPRESS WARRANTIES. ANY IMPLIED WARRANTY, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, IS LIMITED IN COVERAGE AND DURATION TO THE TERMS OF THE EXPRESS WARRANTY. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LAST, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU.

6. COUNTRY STOVES' SOLE RESPONSIBILITY IS TO REPAIR OR REPLACE AS STATED HERIN, AND COUNTRY STOVES SHALL NOT BE LIABLE FOR ANY DAMAGES, INCLUDING PERSONAL INJURY, LOSS OF TIME, LOSS OF REVENUE, LOSS OF USE, DAMAGE TO YOUR HOME OR POSSESSIONS, INCONVENIENCE, OR ANY OTHER INCIDENTAL OR CONSEQUENTIAL DAMAGES. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE.