



Reseller Return & Warranty Policy

VISIBLE SHIPPING DAMAGE MUST BE REPORTED IMMEDIATELY.

CONCEALED DAMAGES MUST BE REPORTED WITHIN 14 DAYS OF RECEIVING THE PRODUCT.

TOUCHSTONE HOME PRODUCTS WILL NOT BE HELD RESPONSIBLE FOR ANY DAMAGES REPORTED AFTER 14 DAYS.

1. RETURN/EXCHANGE POLICY - FIREPLACE UNITS, LIFTS, AND PARTS

a. Return Authorizations must be requested within 30 days of delivery. Touchstone Home Products will not issue a Return Authorization if the request is received more than 30 days after delivery.

- Returns/Exchanges received more than 30 days after we have issued you a return authorization will be denied and not refunded.

b. You must contact Touchstone Home Products for a Return Authorization number (RMA#) by calling our toll-free Customer Service at 800-215-1990 or contacting our support team electronically by email or support ticket. ANY PACKAGES BEING RETURNED MUST HAVE THE RMA# WRITTEN ON THE OUTSIDE OF THE BOX. Returns received without an RMA# will be refused.

c. There is a 20% restocking fee on merchandise returned/exchanged for any reason other than a product defect or shipping damage. Any items that are returned without a return authorization will be refused and refund will not be issued.

d. While Touchstone Home Products includes free shipping on units at no extra charge, the customer is responsible for all shipping costs tied to the return of the fireplace back to Touchstone Home Products. Touchstone Home Products will provide a return shipping quote at time of issue of an RMA number. The unit must be returned in its original packaging. Returns of units without the original box and foams will be denied.

Items must be shipped to the following address:

Touchstone Returns
RMA# _____
208 Philips Road
Exton, PA 19341

2. RETURN/EXCHANGE POLICY - TV CABINETS

a. Return Authorizations must be requested within 30 days of delivery. Touchstone Home Products will not issue a Return Authorization if the request is received more than 30 days after delivery.

- Returns/Exchanges received more than 30 days after we have issued you a return authorization will be denied and not refunded.

b. You must contact Touchstone Home Products for a Return Authorization number (RMA#) by calling our toll free Customer Service at 800-215-1990. ANY PACKAGES BEING RETURNED MUST HAVE THE RMA# WRITTEN ON THE OUTSIDE OF THE BOX. Returns received without an RMA# will be refused. Cabinets not returned in original packaging will not be accepted and customer will be denied refund.



c. There is a 25% restocking fee on merchandise returned/exchanged for any reason other than a product defect or shipping damage. Any items that are returned without a return authorization will be refused and refund will not be issued.

d. While Touchstone Home Products includes free shipping on units at no extra charge, the customer is responsible for all shipping costs tied to the return of the cabinet back to Touchstone Home Products. Touchstone Home Products will provide a return shipping quote at time of issue of an RMA number. The unit must be returned in its original packaging. Returns of units without the original box and foams will be denied.

e. Color matching is not a condition that qualifies for a return under this return policy. No warranty for color matching is expressed or implied. Touchstone can provide color samples for all of our products upon request. If you require a true color match, please request a color sample prior to placing your order.

Items must be shipped to the following address:

Touchstone Returns
RMA# _____
208 Philips Road
Exton, PA 19341

3. DEFECTIVE MERCHANDISE & WARRANTY POLICY

Contact Touchstone Home Products immediately upon discovering merchandise defect to obtain an RMA# (Return Authorization). Please have the following information available: company name, invoice number, model number of the product, date of shipment, overview of the problem.

Touchstone Home Products, Inc. ("Touchstone") warrants that its products and parts related thereto (Product) shall be free from defects in materials and workmanship and shall be suitable for form, fit and function for the defined periods of time below.

In addition to the limitations set forth above, no warranty shall apply to any Product that has been: (i) modified, altered or adapted; (ii) maltreated or used in a manner other than in accordance with its intended purpose; (iii) repaired by a third party in a manner that fails to meet Touchstone Home Products quality standards; (iv) improperly installed by any party other than Touchstone Home Products; (v) relocated, to the extent that the problems with the Product are attributable, in Touchstone Home Products professional opinion, to such relocation; (vi) used directly or indirectly in supporting activities prohibited by the United States; (vii) purchased from any entity other than Touchstone Home Products or authorized partners; (viii) affected by normal wear and tear; (ix) damaged by accident, abuse, misuse, flood, fire, earthquake or other external causes; (x) cosmetic damage including, but not limited to, scratches, dents and broken plastic, as applicable; and/or (xi) damaged as a result of shipping, exposure to tobacco smoke, weather, terrorism, acts of God or failure to follow Touchstone's instructions. Touchstone Home Products shall not be responsible for any warranties other than those provided herein.

In no event shall Touchstone Home Products be liable or responsible for the expense of removal or installation of defective Product, incidental, consequential or liquidated damages, or for any other direct or indirect damage, loss, cost, expense or fee.

This warranty does not cover any third-party products or hardware installed into, or attached to, the Product after the date of purchase. Further, if an installation fails or is damaged in a manner that causes damage to the Product, this warranty shall not cover such damage. Repair and/or replacement of any damaged components in these situations shall be subject to additional repair and/or replacement charges.

1. Electric Fireplaces

a. Touchstone Home Products, Inc. ("Touchstone") warrants that its electric fireplaces and all mechanical parts related thereto (Product) shall be free from defects in materials and workmanship and shall be suitable for form, fit and function for one year from the date of purchase.

INCLUDED IN STANDARD 1-YEAR WARRANTY VALID FOR 1 YEAR FROM DATE OF PURCHASE
(INCLUDED WITH FIREPLACE PURCHASE):



- i. Replacement of any non-functioning electronic parts
- ii. Toll free tech support

2. TV Lift Mechanisms

a. Touchstone Home Products, Inc. ("Touchstone") warrants that its TV lift mechanisms and all mechanical parts related thereto (Product) shall be free from defects in materials and workmanship and shall be suitable for form, fit and function for five years from the date of purchase.

INCLUDED IN STANDARD 5-YEAR WARRANTY VALID FOR 5 YEARS FROM DATE OF PURCHASE
(INCLUDED WITH TV LIFT PURCHASE):

- i. Replacement of any non-functioning lift parts
- ii. Toll free tech support

3. TV Lift Cabinets

a. Touchstone Home Products, Inc. ("Touchstone") warrants that its TV lift mechanisms and all mechanical parts related thereto (Product) shall be free from defects in materials and workmanship and shall be suitable for form, fit and function for two years from the date of purchase.

INCLUDED IN STANDARD 2-YEAR WARRANTY VALID FOR 2 YEARS FROM DATE OF PURCHASE
(INCLUDED WITH CABINET PURCHASE):

- i. Replacement of any non-functioning electronic parts
- ii. Replacement of any non-functioning lift parts
- iii. Toll free tech support
- iv. Coverage of InfraRed repeaters (pn: 70012) sold by Touchstone Home Products