



Touchstone Home Products
208 Philips Road
Exton, PA 19341

TOUCHSTONE HOME PRODUCTS WARRANTY INFORMATION

Updated April 1, 2022

TOUCHSTONE GENERAL WARRANTY POLICY

Touchstone Home Products, Inc. ("Touchstone") warrants that its products 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 the following periods from the date of purchase.

- Electric Fireplaces – 1 Year
- TV Lift Mechanisms – 5 Years
- TV Lift Cabinets – 2 Years

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's quality standards; (iv) improperly installed by any party other than Touchstone; (v) relocated, to the extent that the problems with the Product are attributable, in Touchstone's 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 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 shall not be responsible for any warranties other than those provided herein.

In no event shall Touchstone 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.

This warranty shall apply only to the Product purchased for the original purchaser's use and not for resale. Touchstone Home Products product warranty is depot based, and

Touchstone is not responsible for any fees charged to the end-user by a third party for installation of parts covered under the standard warranty. Replacement parts ship via standard ground shipping within the United States and Canada. Customers outside of the United States or Canada are responsible for International Shipping Charges on warranty and non-warranty replacement parts.

Purchases Made Through Authorized Resellers - Fireplaces

The Touchstone Home Products manufacturer's warranty applies to products purchased through authorized resellers. Touchstone provides warranty service for 1 year from the purchase date listed on the original purchase receipt provided to the purchaser by the authorized reseller or 15 months from the Purchase Order (PO #) build date listed on the product sticker.

Online Auction Purchases

Online auction confirmations are not accepted for warranty verification. To obtain warranty service, an original or copy of the sales receipt from the original retailer is required. Touchstone will not replace missing components from any package purchased through an online auction.

Applicable Law

The Touchstone Home Products website is run and controlled in the Commonwealth of Pennsylvania, USA. As such the laws of the Commonwealth of Pennsylvania will govern these terms & conditions. Touchstone Home Products, Inc. reserves the right to make changes to the site and the disclaimers, terms, and conditions at any time.

WARRANTY INFORMATION - ELECTRIC FIREPLACES & RELATED SPARE PARTS

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 one year from date of purchase (Included with Fireplace purchase)

- Replacement of any non-functioning electronic parts
- Toll-Free tech support (800-215-1990)

WARRANTY INFORMATION - TV LIFT MECHANISMS & RELATED SPARE PARTS

Touchstone Home Products offers our customers a **5-year standard manufacturer's warranty on TV Lift Mechanisms**. Our warranty includes:

- Replacement of any non-functioning lift parts
- Toll-Free Customer Service & Support

WARRANTY INFORMATION - TV LIFT CABINETS

Included in Standard 2-Year Warranty – Valid for two years from date of purchase

- Replacement of any non-functioning cabinet parts (hinges, handles, lights)
- Replacement of any non-functioning lift parts (5-year on lift electronics)
- Toll-Free tech support (800-215-1990)