Return Policy

All orders from Fire by Design (FBD) may be returned within 30 days for a full refund. In order to return or exchange (under the warranty guidelines described in the Fire by Design Limited Warranty section of this instruction set) all or part of your order, you must contact us for a Return Merchandise Authorization number (RMA#). Call toll free (877) 807-8923 to obtain an RMA# from a FBD representative.

All returned merchandise must be in the original packaging including manuals, accessories, cables, etc. with the authorization (RMA#) clearly printed on the outside of the package. Return requests must be made within 30 days of the receipt date. Any shipping and/or handling charges on the original order cannot be refunded. At our discretion, we may levee a restocking fee of 15% of the cost of items returned.

FBD is not responsible for shipping costs or damage on returned items. Units to be returned should be packed carefully. Please be advised that packages sent by normal US Postal Service cannot be tracked to ensure delivery.

Since FBD cannot provide credit for a return without confirming its receipt, we recommend that you use a delivery service that can be tracked and or insured.

Fire by Design | Limited Warranty

Fire by Design warrants its products to be free from defective material and workmanship for the period of time indicated below for each product line. The warranty time periods listed below are from the original date of purchase. Fire by Design agrees to repair or replace, at its sole discretion, a defective product if returned to Fire by Design within the warranty period and accompanied by proof of purchase. This warranty does not extend to any Fire by Design products which have been subject to misuse, neglect, accident, incorrect wiring or to use in violation of operating instructions furnished by us, nor extend to any units altered or repaired for warranty defect by anyone other than Fire by Design or at Fire by Design's direction. This warranty does not cover any incidental or consequential damages and is in lieu of all other warranties expressed or implied and no representative or person is authorized to assume for us any other liability in connection with the sale of our products. Some states do not allow limitations on how long an implied warranty lasts, and/or the exclusion or limitation of incidental or consequential damages so the above limitations and exclusions may not apply to the original CUSTOMER. This warranty gives you specific rights and you may also have other rights, which vary, from state to state. If you have any questions concerning this warranty call (877) 807-8923.

Bowls

All Decorative GFRC, Stainless, Copper or Aluminum Bowls are warranted for (2) years from delivery date against any manufacturing defect or structural failure. Small stress cracks and surface crazing are a natural occurrence in concrete and not covered by warranty.

Fire Rings

All 304 Stainless Steel Rings, 316 Stainless Steel Burners (Marine Grade) and High Output Burners have a Lifetime Warranty.

Burner Pans

All 304 Stainless Steel Burner Pans warranted for (5) years. All Aluminum Burner Pans have a Lifetime Warranty.

Electronic Ignition Systems (Field Serviceable AWEIS SC, HC, XHC, SUBEIS, BP AWEIS)

All Field Serviceable AWEIS and SUBEIS systems are warranted for (1) year from date of purchase for Commercial Applications and (3) years from date of purchase for Residential Applications provided the product has not been modified, abused, misused or improperly installed, maintained or repaired during such period. Fire by Design, at its discretion, will either repair or replace the defective product. If one of the Field Serviceable parts of an AWEIS or SUBEIS fails a replacement part will be provided at no charge to the customer. Labor cost to replace the failed field serviceable is not covered under this warranty. If a part other than a Field Serviceable part fails that part will be replaced or repaired at no charge to the customer.

Vulcan Fire Module & Tiki Torches

Vulcan Fire Modules and Automated Tiki Torches are warranted for (1) year from the date of purchase.

The original purchasing information such as an invoice or product serial number is required on all warranty returns.