



# WARRANTY

## Limited Warranty

*Keith Hamilton Pottery* provides the following Limited Warranty in respect of the following products:

### **BLUESTONE PIZZA OVENS DOMESTIC AND COMMERCIAL BLUESTONE BOMA FIRE PITS, FIRE SLABS, FIRE BOWLS**

This Limited Warranty extends only to the original purchaser.

Please note, any warranty enquiries and services must be accompanied by a copy of the original Tax Invoice. **The Tax Invoice Number serves as your Warranty Number.** *Keith Hamilton Pottery* will offer no warranty service without this number.

*Keith Hamilton Pottery* warrants the abovementioned products against defects in materials and workmanship for a period of **two years** from original date of purchase. During this period, *Keith Hamilton Pottery* undertakes to repair or replace defective products at no cost to the customer.

*Keith Hamilton Pottery* makes no other warranty, either express or implied, including but not limited to implied warranties of merchantability, with respect to the materials and workmanship of the abovementioned products.

Except as described below, *Keith Hamilton Pottery* is not liable for any loss, cost, expense, inconvenience or damage of products in transit, or by the collection or delivery, by a third party.

The Warranty and remedies set forth below are exclusive and in lieu of all other warranties, oral or written, expressed or implied. No reseller, agent or employee is authorized to make any modification, extension or addition to this Warranty.

### **Warranty Terms and Conditions**

1. Any modifications and/or alterations made to the abovementioned products by anyone following purchase of same, shall render the Warranty null and void. The customer will be responsible for any costs incurred in respect of service or repair outside the scope of this Limited Warranty and as a result of any modification and/or alterations as described above.
2. Keith Hamilton, *Keith Hamilton Pottery*, reserves the right to sole judgement of misuse, negligence, accidental and/or improper handling or installation of products, and revocation of the Warranty as a result of same. The customer will be responsible for any costs incurred in respect of service or repair outside the scope of this Limited Warranty and as a result of any of the actions described above.
3. This Warranty does not cover domestic pizza ovens that are used for commercial purposes.
4. Due to the immense weight of completed Premium Range Pizza Ovens and the concomitant high potential for damage in transit and installation, this Warranty only covers Premium Range Pizza installed by *Keith Hamilton Pottery*.  
*Keith Hamilton Pottery* does not undertake installations outside of Gauteng.

5. All accessories and trims are manufactured using mild steel unless the use of stainless steel is specifically requested.  
This Warranty covers any mild steel products that are defective but does not extend to cover rust as a result of poor maintenance. It is necessary to maintain all mild steel products and the onus is on the customer to do so.
6. This Warranty extends only to products distributed and/or sold by *Keith Hamilton Pottery*, or approved agents of *Keith Hamilton Pottery*.
7. This Warranty covers only use of the abovementioned products within the Guidelines for Use of Products, and Maintenance of Products, as described below. *Keith Hamilton Pottery* shall not be liable under this Warranty if any damage or defect results from:
  - i. misuse
  - ii. abuse
  - iii. neglect
  - iv. improper handling/transport/installation
  - v. disasters such as fire, lightning, hail, flood
  - vi. modification or alteration by anyone other than *Keith Hamilton Pottery*
  - vii. irresponsible use, including the use of fire accelerants
8. The customer must retain the Tax Invoice or other proof of purchase to receive warranty service.
9. No warranty extension will be granted for any repairs or replacement of abovementioned products in fulfilment of this Warranty.
10. Any repairs completed by *Keith Hamilton Pottery* as a result of reasonable wear and tear following the two-year warranty, and at the cost of the customer, will carry a six-month warranty.

#### **Procedure for Warranty Claim**

To return a defective product, please contact our Customer Service Department at [sales@keithhamilton.co.za](mailto:sales@keithhamilton.co.za) Please include/attach the following:

- i. A copy of the original Tax Invoice
- ii. A brief description of the defect
- iii. Photographs of the defect
- iv. Your contact details

Your claim will be assessed and the repair or replacement scheduled accordingly.

#### **Procedure for Post Warranty Repair**

To request repairs to a damaged product, please contact our Customer Service Department at [sales@keithhamilton.co.za](mailto:sales@keithhamilton.co.za) Please include/attach the following:

- i. A copy of the original Tax Invoice
- ii. A brief description of the defect
- iii. Photographs of the defects
- iv. Your contact details

Your request will be assessed and you will be quoted the cost of repair. On acceptance of the quote, and receipt of payment, the repair will be scheduled.

Note: Collection and delivery fees incurred when products are returned for post-warranty repairs will be charged to the customer.