

Limited Lifetime Warranty



LIMITED LIFETIME WARRANTY

Hart & Cooley, Inc. ("we," "us," "our") warrants chimney and venting products to be free from defects in material and workmanship for as long as the original consumer owns the system. For products installed after January 15, 2007, for a period of ten (10) years from original installation, we will provide replacement product with a similar or like quality of available product, **free of charge** excluding any installation costs. From the eleventh (11th) through fifteenth (15th) years, we will provide replacement product to the original consumer at a cost of 75% off the published retail price in effect on the date the claim is received, excluding any installation costs. At expiration of the fifteen- (15) year term, we will provide replacement product to the original consumer at a cost of 50% off the published retail price in effect on the date the claim is received, excluding any installation costs.

LIMITATIONS:

- Products must be installed for their intended purpose.
- Products must be connected to residential appliance listed with an accredited testing laboratory.

WARNING: FAILURE TO INSTALL PRODUCTS ACCORDING TO THE MANUFACTURER'S INSTRUCTIONS WILL VOID ALL APPLICABLE WARRANTIES AND MAY RESULT IN FIRE, CARBON MONOXIDE POISONING OR DEATH. SEE OUR PRODUCT INSTALLATION INSTRUCTIONS FOR COMPLETE INSTRUCTIONS.

WARRANTY COVERAGE:

All lengths, tees and elbows, and components are applicable to warranty coverage.

THIS LIMITED WARRANTY DOES NOT COVER:

- (a) any nonstainless base tee unit mounted or connected to an insulated chimney system;
- (b) costs (labor or otherwise**) associated with either removing a previously installed product, installing a replacement product, transportation or return of a product, or transportation of replacement product;
- (c) damage to the finish of products caused by the use of improper solvents/chemicals or improper cleaning methods;
- (d) damage resulting from failure to reasonably clean, care for, or maintain products in accordance with our installation instructions/recommendations;
- (e) damage (to products, appliances or structure) based on or resulting from improper installation or repair, misuse or abuse (including, but not limited to, excessive or improper operating condition), or alteration or adjustment other than in conformity with our installation instructions and specifications, whether performed by a contractor, service company, technician, or yourself;
- (f) any products that have been moved from their original installation site.
- (g) damage caused by burning driftwood, garbage, or any other prohibitive material in the appliance served by the chimney
- (h) damage that results from accidents such as fire, flood, high winds, "acts of God," or any other contingency beyond our control.

****Due to the wide variance in installation practices and other conditions beyond our control, we do not guarantee or in any way warrant the installation of chimney and venting products.**

CLAIM PROCEDURE:

If you believe that a product is defective, notify us in writing at the following location.

Hart & Cooley, LLC
 4460 44th Street, Suite F
 Grand Rapids, MI 49512
 ATTN: WARRANTY CLAIMS
 1-800-433-6341, Fax 1-800-223-8461
 www.hartandcooley.com

Notification should include a description of the product, model and serial number (if applicable), and a description of the product defect. Upon receipt of a written claim under this limited warranty and evidence of the date of purchase or installation, at our option and in our sole discretion, we will provide replacement product with similar or like quality of available product excluding any installation costs. We reserve the right to inspect or investigate any warranty claims prior to determining whether to provide replacement product. If, as determined by us that repair or replacement of the product is not commercially practicable or cannot be completed in a timely manner, we may refund the prorated purchase price paid for the product upon verification by providing a copy of your invoice or receipt of bill of sale.