Lexington Hearth One-Year Limited Warranty

Effective: October 2026

Warrantor: Everburn Manufacturing, Inc. d/b/a Lexington Hearth, 454 Fairman Road, Lexington, Kentucky 40511 ("Lexington Hearth," "we," "us," or "our").

1. Coverage and Eligible Purchases

Lexington Hearth warrants its products against manufacturing defects and defects in workmanship for one (1) year from the original purchase date when used for their intended purpose and in accordance with applicable product instructions, warnings, installation requirements, and fireplace or appliance clearance requirements. This Limited Warranty applies to residential and commercial use.

Coverage applies only to the original purchaser of a new Lexington Hearth product purchased from Lexington Hearth, an authorized Lexington Hearth dealer, or an authorized seller on a third-party marketplace. Proof of purchase showing the product, seller, and purchase date is required. This warranty is non-transferable and does not pass to a later owner.

2. Warranty Remedy

If Lexington Hearth determines that a product has a covered manufacturing or workmanship defect, we will replace the product or affected component. If the original product is no longer available, we may provide a similar product of comparable intended function and value.

Because Lexington Hearth products may use natural wood, hand-cast materials, hand-applied finishes, or hand-painted details, an exact match in color, grain, texture, finish, appearance, or dimensions is not guaranteed on a replacement product.

The customer is responsible for shipping, freight, and delivery charges for the replacement, except where prohibited by law. A replacement does not begin a new warranty period and is covered only for the remainder of the original one-year warranty period.

3. Normal Product Variations

Non-Combustible Products. Many Lexington Hearth non-combustible products are individually cast, hand finished, and/or hand painted. Minor variations in color, shade, texture, surface appearance, finish, shape, dimensions, profile, or other cosmetic characteristics are normal and are not manufacturing defects when they do not materially interfere with intended use.

Wood Products. Wood is a natural material. Variations in grain, color, knots, texture, and other natural characteristics are normal and make each product unique. Minor expansion, contraction, checking, or movement may occur with changes in temperature and humidity and is not a manufacturing defect unless it materially affects the product's intended use.

4. What This Warranty Does Not Cover

- normal wear, aging, weathering, fading, discoloration, soot, staining, scratches, dents, chips, or other cosmetic change from use or exposure;
- minor cosmetic imperfections or normal variations associated with natural wood, casting, hand finishing, hand painting, or published samples and photographs;
- misuse, abuse, neglect, accident, improper handling, storage, installation, maintenance, relocation, unauthorized repair, or failure to follow product instructions, warnings, or required clearances;
- cutting, drilling, painting, staining, refinishing, or other modification or alteration, including damage caused by customer-applied coatings;

- use in an unintended application or environment, or damage from excessive heat, insufficient combustible-material clearance, humidity, dryness, water, moisture, freezing, chemicals, dirt, debris, contamination, or other outside conditions;
- warping, cracking, checking, swelling, finish changes, or other wood movement caused by environmental conditions outside the product's intended use;
- shipping or freight damage, which is handled under the applicable Mantel Experts Shipping Policy and Returns & Exchanges Policy; or
- labor, installation, removal, reinstallation, site preparation, service calls, permits, inspections, mounting materials, or other third-party costs.

5. Shipping Damage

Shipping or freight damage is not a manufacturing defect and is not covered by this Limited Warranty. Inspect deliveries promptly and follow the shipping-damage procedures in the Mantel Experts Shipping Policy. For LTL freight, document visible or suspected damage on the carrier's delivery receipt or bill of lading whenever reasonably possible and retain the pallet and packaging. For ground or parcel shipments, retain the product and packaging and photograph the damage. Report shipping damage promptly so the claim can be reviewed under the carrier's requirements.

6. Making a Warranty Claim

Contact Mantel Experts within the one-year warranty period and provide your contact information, proof of purchase showing the authorized seller and purchase date, the product name or item number if available, a description of the claimed defect, and clear photographs. We may request additional information reasonably necessary to evaluate the claim. Do not return a product without authorization or return instructions from Mantel Experts.

7. Implied Warranties, Damages, and State Rights

TO THE EXTENT PERMITTED BY LAW, ANY IMPLIED WARRANTIES, INCLUDING WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO THE ONE-YEAR PERIOD OF THIS LIMITED WARRANTY.

TO THE MAXIMUM EXTENT PERMITTED BY LAW, LEXINGTON HEARTH WILL NOT BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES ARISING FROM BREACH OF THIS LIMITED WARRANTY. THESE LIMITATIONS DO NOT APPLY WHERE PROHIBITED BY LAW OR TO RIGHTS OR REMEDIES THAT CANNOT LEGALLY BE WAIVED.

This Limited Warranty gives you specific legal rights, and you may have other rights that vary by state. Some states do not allow limitations on the duration of implied warranties or limitations or exclusions of certain damages, so some of the limitations above may not apply to you.

Warranty Contact

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Mail: Mantel Experts
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