

TheFireTalon.com

Returns and Warranty Policy

Effective Date: 03/22/2025

The following Returns and Warranty policy applies to products sold by Really Cool Stuff LLP, doing business as thefiredalon.com, including but not limited to fire pits, log turners, fire pokers, and related tools and accessories. By purchasing and using our products, you acknowledge and agree to the terms outlined below.



Return Policy

1. Eligibility for Returns

- **Timeframe:** You have **7 calendar days from the date of delivery** to request a return or exchange.
- **Condition:** The item(s) must be unused, in its original packaging, and in re-sellable condition. Fire pits and log-turning tools that have been used or altered in any way are not eligible for return.
- **Proof of Purchase:** A receipt or order number is required for all returns and exchanges.

2. Non-Returnable Items

The following items are **not eligible for return**:

- Custom-made/custom colored or personalized fire pits and log turning tools.
- Any applicable items marked as "final sale".
- Products that have been damaged by misuse or negligence.

3. How to Initiate a Return

To initiate a return, please follow these steps:

1. **Contact Us:** Reach out to our customer service team at contact@thefiredalon.com to notify us of your intention to return the product. Be sure to include your order number and a brief description of the reason for your return.
2. **Return Authorization:** Once your return is approved, we will send you a **Return Authorization Number (RA#)** and further instructions on how to send back the item.
3. **Shipping:** Customers are responsible for return shipping costs, unless the return is due to a defect or error on our part (e.g., wrong item, damaged during shipping).
4. **Restocking Fee:** A restocking fee of **up to 15%** may apply to certain items.

4. Damaged or Defective Items

If your fire pit arrives damaged or defective, please contact us within **5 business days** of receiving the product. We will provide you with a return shipping instruction and either issue a refund or send a replacement, depending on your preference and stock availability.

5. Refunds

Once we receive your returned item, we will inspect it and process your refund. Refunds will be issued to the original payment method and will take **5–10 business days** to process. Please note that shipping fees are non-refundable.

Thank you for shopping with thefiredalon.com! We strive to provide the best products and service, and we appreciate your business.

Limited Lifetime Warranty Policy

Products: The Fire Talon brand of log-turning tools and Fire Pits

Effective Date: March 22, 2025

Really Cool Stuff, LLP, doing business as thefiredalon.com, is proud to stand behind the quality and craftsmanship of our products. We offer a Limited Lifetime Warranty to the original purchaser of the product, subject to the terms and conditions outlined below.

What This Warranty Covers

This Limited Lifetime Warranty covers defects in materials and workmanship of the fire pit and log-turning tools under normal use and service for as long as the original purchaser owns the product. Specifically:

- **Structural Components:** The fire pit and main body, handles and talons of the log turning tools are warranted against cracking, breaking, or failure due to manufacturing defects.
- **Finish:** The exterior finish (e.g., powder coating or paint), if applicable, between the upper and lower handles is warranted against peeling, flaking, or excessive fading for a period of 2 years from the date of purchase.

What This Warranty Does Not Cover

This warranty does not cover:

1. Damage caused by misuse, abuse, neglect, or improper maintenance (e.g., using accelerants, overloading with fuel, or exposing to extreme weather without proper care).
2. Normal wear and tear, including surface rust, discoloration, or minor scratches that do not affect the structural integrity or functionality of the fire pit or log-turning tool.

3. Damage due to accidents, natural disasters, or unauthorized modifications or repairs.
4. Consumable parts (e.g., fire pit carry handles and accessories) unless the defect is due to faulty materials or workmanship at the time of purchase.
5. Products used for commercial purposes or rental services.
6. Incidental or consequential damages (e.g., damage to property or injury caused by the fire talon or fire pit).
7. Peeling, flaking, or excessive fading of the exterior finished areas exposed to fire during normal use. For example, the talons, poker and areas surrounding the talons and poker.

Duration of Warranty

- The "Lifetime" coverage applies only to the original purchaser and is non-transferable. It extends for the lifetime of the original purchaser or until the product is no longer owned by them.
- Specific components (e.g., finish or accessories) may have shorter warranty periods as noted above.

How to Make a Warranty Claim

To initiate a warranty claim:

1. Contact our customer service team at contact@thefiretalon.com within 14 days of discovering the defect.
2. Provide proof of purchase (e.g., receipt or order confirmation) and photos or videos clearly showing the defect.
3. We may request the return of the defective product or component. Please refer to the Return Policy section above for instructions on how to initiate a request.

Our Responsibility

If a defect covered by this warranty is confirmed, we will, at our sole discretion:

- Repair the defective part or product;
- Replace the defective part or product with the same or a comparable model; or
- Refund the original purchase price (prorated based on the age and condition of the product, if applicable).

Limitations

- This warranty is valid only to the original purchaser and is non-transferable.
- Replacement or repaired parts are warranted for the remainder of the original warranty period.
- Our liability is limited to the original purchase price of the fire pit.

Care Instructions

To ensure the longevity of your fire pit and maintain warranty eligibility:

- Follow the assembly and usage instructions provided in the product manual.
- Store the fire pit in a dry, covered area when not in use.
- Clean ash and debris regularly and avoid abrasive cleaners that may damage the finish.

To ensure the longevity of your fire talon and maintain warranty eligibility:

- Store the fire talon in a dry, covered area when not in use.
- Clean ash and debris regularly and avoid abrasive cleaners that may damage the finish.
- If the product sits in a damp location for extended periods, the talons may temporarily “seize” due to oxidation “rust” of the internal steel shaft that activates the talons when the handle is turned. This situation is unlikely, but normal. The issue is typically remedied by rotating the handle several times to remove the oxidized steel. If this does not remedy the issue, WD-40, or equivalent, can be applied into the openings and allowed to soak for several hours. Reapplication may be required if the oxidation is significant.

This Limited Lifetime Warranty gives you specific legal rights, and you may also have other rights which vary by state, province, or country. Some jurisdictions do not allow limitations on implied warranties or consequential damages, so the above limitations may not apply to you.