

# Bond Manufacturing Warranty

WHAT DOES THE MANUFACTURING WARRANTY COVER?



# What steps will Bond Customer Service take if a customer has a defective item?

- ▶ We have you covered!
  - ▶ Any customer can call our toll free number, email us or use our chat feature via the Bond website for further assistance:

Toll Free Phone	1-866-771-BOND (2663)   Help available in English and Spanish Monday - Friday, 8:00am - 4:30pm PST
Email	customer.service@bondmfg.com
Online	www.bondmfg.com

- ▶ We carry most replacement parts for our products which can be requested via any of the above mentioned methods of communication.

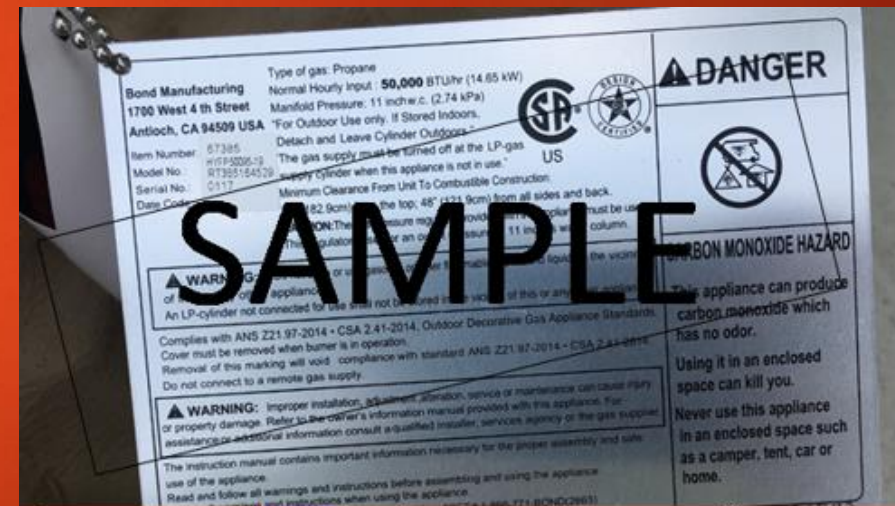
# What steps will Bond Customer Service take if a customer has a defective item?

- ▶ If the customer is experiencing an issue with functionality, we would prefer that they contact us via phone to guide them through troubleshooting issues.
  - ▶ Most of the time it is a simple step that is being missed during the ignition process and can be resolved within the call.
  - ▶ If the issue cannot be resolved, we will send replacement parts for the customer at no charge, within the one year warranty with a valid proof of purchase.

# What steps will Bond Customer Service take if a customer has a defective item?

- ▶ If the customer is having issues assembling the item or it is received damaged, we can replace parts.
- ▶ If the customer would like to submit a warranty requesting a replacement item, they would need to email [cs@bondmfg.com](mailto:cs@bondmfg.com) with the following information:

- ▶ Images of the defect being described
- ▶ The receipt for the purchase of the item showing
- ▶ the date of purchase, place of purchase and the
- ▶ purchase price.
- ▶ Serial number and date code, this can be found on a metal tag inside of the unit



# What steps will Bond Customer Service take if a customer has a defective item?

- ▶ Once this information has been received, the warranty department reviews the information and will replace the appropriate parts or will replace the item, depending on the extent of the damage.
- ▶ The review takes approximately 5-7 business days from the day it was submitted after which, a member of customer service will email the customer with their response.

The instruction manual will state what actions void our warranty:

## WARRANTY

The manufacturer warranty will be voided by, and manufacturer disclaims any responsibility for, the following actions:

- Modification of the unit and/or components including the gas valve assembly.
- Use of any component part not manufactured or approved by Bond Manufacturing Co., Inc.
- Use and installation other than what is listed in this manual.

Please contact the manufacturer for replacement parts.

The instructions will also specify how to properly care for the item under the **MAINTENANCE** portion of the manual. If these instructions are not followed and the item is damaged due to improper maintenance, the warranty will not cover the damages. Please note that the Bond warranty will only cover manufacturing defects.

If requested, our Customer Service Department can send our general warranty statement to customers for their review. Please find a copy in the following page...

# Bond Manufacturing General Warranty Statement

We would like to thank you for purchasing a Bond Manufacturing product. Bond Manufacturing Company, Inc. warrants that our products are free of defects and are suitable for their intended use. Our products have a minimum of a one year warranty, from date of purchase, against manufacturing defects depending on the product. Acts of nature (wind, rain, rust or snow) or misuse of the item will not be covered under the Bond Manufacturing warranty.

If you have received your product with missing or damaged pieces within the warranty period, we do carry various parts and can replace them with valid proof of purchase.

To order replacement parts or simply speak to a Customer Service Representative, you may contact us toll free at: **1-866-771-BOND (2663), 8:00am to 4:30pm PST** or via email at **customer.service@bondmfg.com**.


It is our commitment to you to deliver and execute quality products and services.  
Thank you again for your purchase!

Bond Manufacturing Company  
1700 West 4th Street  
Antioch, California 94509



1-866-771-BOND (2663), 8:00am to 4:30pm PST





Most of our products that have an  
**Envirostone** surface will have an  
Envirostone care guide to ensure  
customers have the information to  
properly maintain their new purchase.  
Please find a copy in the following  
page...



# Envirostone Care Guide



## ENVIROSTONE™ TABLETOP CARE GUIDE GUIDE DES SOINS DE TABLE ENVIROSTONE™

Our Envirostone™ tabletops have been sealed with a patented treatment to prevent staining and moisture absorption, but it does require proper maintenance to ensure the integrity of the tabletop. Please see below for recommendations on maintaining the tabletop surface for years of pleasure.



Wipe spills immediately  
Essayer immédiatement les déversements



Use coasters | Utiliser des sous-verre

- Clean any spills immediately to prevent permanent tabletop staining or damage. Blot liquid spills with a clean, dry cloth to avoid spreading of the spill to the rest of the table. Clean your tabletop with a soft, clean cloth or sponge. Mix a solution of warm clean water and mild dish soap to remove any surface dirt or mild spills. Rinse all soap solution off of the tabletop and dry completely to avoid water spots. Regularly cleaning the tabletop will aid in a longer lasting product.

- Do not use petroleum-based or abrasive cleaning products. Do not use any harsh brushes when cleaning the tabletop.

- Do not slide products across the table to avoid permanent scratching and damage.

- Always use protective mats such as coasters or placemats when eating at the table. These products will help absorb sweating on cool beverages and will block out any heat rings from appearing beneath a warm mug or plate. When placing hot dishes on the tabletop, always use mats or hot pads.

- Table must be covered at all times when not in use. Cover your table with an outdoor furniture cover when not in use to protect it from the elements. Store your table indoors during winter months. Avoiding extreme cold temperatures will prevent cracking of the tabletop.

