

Warranties, Returns, Defects or Shipping Damage Warranties

Congratulations on Your New Fuego Wood-fired Oven!

All our wood-fired ovens are manufactured following artisan methods and techniques that have been passed through generations. Each Fuego Wood-fired Oven is a unique piece of artisan work, which has been hand built to order, differing from any other and carrying its own characteristics, marks, details and imperfections based on the use of natural materials during its fabrication. These characteristics may vary from the colour tone, to the size, to the grout marks and cracks that may appear on the oven. We only work with materials of the highest quality, which means that our ovens' artisan look needs to be accepted as part of their natural appearance.

Warranties

Every Fuego Wood-fired Oven (Clasico, Stone, Brick and Mosaic in either a 65, 80 or 90 diameter size) carries a Limited 2 Year Warranty for materials and workmanship on all components to the original purchaser or owner who has purchased the product from an authorised dealer.

Fire Clay Components

Fire clay components of a Fuego Wood-fired Oven (including the fire clay dome and fire clay bricks) carry a Limited 2 Year Warranty to the original purchaser. Fire clay components are not covered for breakage from dropping or abuse or incorrect curing or lighting of the oven. Fuego Wood-fired Ovens makes every effort to utilise materials that resist high temperatures. However, fire clay materials can be compromised by various scratches, dents, chips and grazes that can appear due to dilation of materials when exposed to high temperatures or exposure to substances and conditions beyond Fuego's control. Among other things, harsh changes in temperature and extreme humidity, soot staining, chlorine, industrial fumes, chemicals, fertilizers, lawn pesticides and salt are some of the substances that can affect the finish of fire clay surfaces. For these reasons, the Warranty on Fire clay components DOES NOT COVER SCRATCHES, DENTS, CHIPS, GRAZING, SOOT STAINING, APPEARANCES OR MINOR COSMETIC CRACKS that do not affect the performance of a Fuego Wood-fired Oven unless it also results in a loss of structural integrity or a failure of these components of a Fuego Wood-fired Oven.

Metal Components

Metal and Cast-Iron components of a Fuego Wood-fired Oven (including the metal flue, flue mechanism, flue accessories and cast-iron doors) carry a Limited 2 Year Warranty to the original purchaser. Fuego Woo-fired Ovens makes every effort to utilise materials that resist rust and to use high temperature paint on metal surfaces. However, metal materials and protective coatings can be compromised by various surface scratches or exposure to substances and conditions beyond Fuego's control. Among other things, soot staining, chlorine, industrial fumes, chemicals, fertilizers, extreme humidity, lawn pesticides and salt are some of the substances that can corrode paint and finish on metal coatings. For these reasons, the Warranty on Steel and Cast-Iron Components DOES NOT COVER RUST, OXIDATION, FADING, SOOT STAINING or other BLEMISHES unless it also results in a loss of structural integrity or a failure of these components of a Fuego Wood-fired Oven.

Wood Components

Wood items, including door handles, pizza peels, oven accessories carry a Limited 1 Year Warranty to the original purchaser. Wood products are not covered for normal weathering or cracks unless there is also a loss of structural integrity.

NOTE 1

DO NOT place a Fuego Wood-fired Oven directly on or near a combustible surface, deck, table or other support without the use of a Fuego Metal Table, or without making use of others fireproof barriers such as a concrete, brick or paving stone block under a Fuego Wood-fired Oven, as this will void the Warranty and Fuego Wood-Fired Ovens expressly disclaims any liability for any direct, indirect, incidental or consequential damage which may result.

Temperature Gauge

The temperature gauge in a Fuego Wood-fired Oven carries a Limited 1 Year Warranty to the original purchaser.

What is not covered

These Warranties are based on normal and reasonable residential use and service of a Fuego Wood-fired Oven. Commercial uses and related applications are excluded from Warranty coverage. Warranty does not apply to any incidental or accidental damage or breakage, or for any damage caused by: transporting; dropping; mis assembly; improperly supporting; attempting to suspend a Fuego Wood-Fired Oven by any means other than an approved Fuego Metal Table or solid, non-combustible surface under the base; commercial use; modifications; alterations; negligence; abuse; improper care; incorrect curing and lighting; road hazards; normal and reasonable wear and tear; or natural disasters. Warranty coverage does not extend to scratches, dents, chips, grazing, soot staining, appearances or minor cosmetic cracks on the exterior and interior that do not affect the performance of a Fuego Wood-fired Oven.

FUEGO WOOD-FIRED OVENS AND RELATED FUEGO PRODUCTS PURCHASED FROM UNAUTHORIZED RESELLERS, UNAUTHORIZED THIRD PARTIES OR THROUGH UNAUTHORIZED RETAIL CHANNELS SUCH AS DISCOUNT CLUBS AND DISCOUNT CHAIN STORES ARE NOT COVERED UNDER THIS WARRANTY.

NOTE 2

When a consumer purchases from an unauthorised source, even one operating as a legitimate business offering products in unopened boxes (but is an unauthorised reseller), they are buying, by legal definition, used products. When someone buys from an unauthorised reseller or retailer, or from an unauthorised online reseller, they are almost always buying items without manufacturer's warranties regardless of any statements or claims made by the seller. This is the published policy of many brands and companies, not just Fuego Wood-fired Ovens.

Coverage under the warranty

Original Fuego Wood-fired Oven components that are found to have defects in materials or workmanship, and that are covered under a valid and registered Warranty, will be replaced or repaired at the sole discretion of Fuego Wood-Fired Ovens at no cost for the warranted item or component, subject to the terms and conditions of this Warranty.

Warranty Claim Procedure

For warranty support, contact Fuego Wood-Fired Ovens on **01937 845 767** or email info@fuegowoodfiredovens.com. Do not ship or mail any components for a Warranty claim before contacting Fuego Wood-Fired Ovens, as in some cases it may not be necessary to return the warranted part.

Shipping and Delivery

Nor Fuego Wood-Fired Ovens nor Porta Gayola Ltd are liable for shipping, delivery charges, labour, packaging costs, export/import duties, VAT or any levied taxes resulting from any Warranty claim, service, repair or return, unless authorised in writing..

Voiding the Warranty

Please ensure you follow our guide to How To Cure Your Oven and How to Light Your Oven before you start using your oven. Failure to follow these guides through incorrect curing or lighting will affect the warranty of your oven. Any unauthorised modifications or alterations to a Fuego Wood-fired Oven will void the Warranty. This includes drilling holes or tampering with any of the parts; using any parts inside a Fuego Wood-fired Oven other than authentic Fuego components; or using any internal components in any way other than as intended by the manufacturer. Modifying or substituting any internal components, including the fireclay dome, oven flue, temperature gauge or oven door will void the Warranty, and Fuego Wood-fired Ovens expressly disclaims any liability for any direct, indirect, incidental or consequential damage which may result. The pouring of lighter fluids or any flammable mixture onto or into a Fuego Wood-fired Oven will also void the Warranty. This practice is dangerous and may result in damage or injury. Please see our safety tips in our Fuego Manual at www.fuegowoodfiredovens.com.

Delay or Default

Fuego Wood-fired Ovens shall not be liable for any delay or default in a Fuego Wood-fired Oven's performance under the Warranty caused by any event or contingency beyond the control of Fuego Wood-fired Oven, including, without limitation, acts of God, war, government restrictions or restraints, strikes, fire, floods, transportation delays or reduced supply of materials.

Limitations

This Limited Warranty is non-transferable. Fuego Wood-fired Ovens does not authorise any person or representative to make or assume for BGE any obligation or liability in connection with the sale of any EGG or BGE product. Warranties, whether written, oral, expressed or implied, are not extended to persons who obtain the product from any source other than Fuego Wood-Fired Ovens or from an Authorized Fuego Wood-fired Ovens Distributor or Dealer, or through an authorised Fuego Wood-fired Ovens promotion. Purchasing and/or accepting delivery of any Fuego Wood-fired Ovens product from unauthorised dealers or unauthorised online resellers will void the Warranty associated with that product. Fuego Wood-fired Ovens are not sold at discount clubs, discount chain stores, and any product purchased from any such retailer is not covered under Warranty. Authorized Dealers can be verified at Fuego Wood-fired Ovens website

Fuego Wood-fired Ovens Obligations

The repair or replacement of parts in the manner and for the period of time stipulated hereunder shall constitute the fulfilment of all Warranty obligations and/or any direct and derivative liabilities of the Fuego Wood-fired Ovens. A purchaser's exclusive remedy for any breach of this Warranty or of any other implied Warranty is limited as outlined herein to replacement or repair of the component, shipped to purchaser at purchaser's expense.

TO THE MAXIMUM EXTENT ALLOWED BY LAW, ALL STATUTORY, EXPRESSED OR IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, SHALL NOT EXTEND BEYOND THIS WARRANTY. LIABILITY FOR INCIDENTAL, SPECIAL AND CONSEQUENTIAL DAMAGES IS EXCLUDED.

Headings

The headings used in this Warranty are for convenience only and shall not alter the terms of the Warranty.

Returns

Due to the weight and bulk of Fuego Wood-fired Ovens which require speciality and delivery on a pallet, we do not operate a sale or return period, except in the case of any defects or damage occurring during shipment which have been reported within 48 hours (Please refer to our returns and cancellations section in our web).

Defects

In the case of damaged accessories, please do not return stock without notifying us beforehand. We shall not be liable to refund carriage where goods are returned to us without a proper arrangement.

Goods are classified as faulty if they have been received in a damaged condition. Fuego Wood-fired Ovens must be notified in writing within 7 days to obtain a Returns Merchandise Authorisation code. Please note that items that are damaged after 7 days as a result of wear and tear are not considered faulty.

You must either email us at info@fuegowoodfiredovens.com or write to us on:

Fuego Wood-fired Ovens
Unit 427B,
Birch Park Thorp Arch Estate
Wetherby, LS23 7FG

Customer care will email you're a Returns Merchandise Authorisation (RMA) number. Please include it with your return so we can process your refund or exchange promptly. We recommend that you use a trackable and insurable means to return the shipment and that you retain proof of sending, in case of a dispute. You will be liable for them until we receive them at our warehouse.

Shipping Damage

All Fuego Wood-fired Ovens are quality controlled and checked for any faults before they are dispatched to customers. If a Fuego Wood-fired Oven is damaged during delivery, the customer must notify the shipper and Fuego Wood-fired Ovens in writing within 48 hours to file a damage insurance claim. Photographic evidence of the damage must be provided, and the oven left attached to the pallet. We do not accept liability to refund such discrepancies or replace breakages which have not been notified to us in writing within 48 hours of delivery.