



Customer Service 800-530-9133

customerservice@monumentgrills.com

Monday to Friday 9am to 5pm ET

PLEASE CONTACT US FIRST BEFORE RETURN TO THE STORE.

These warranty terms are for any purchase after 8/20/2024. Any purchases before this date are subject to the warranty terms in the original owner's manual.

COVERED PARTS	WARRANTY TERM
Stainless Steel Burners	8 years
Stainless Flame Tamers	2 years
Enameled Flame Tamers	2 years
Cooking Grids	2 years
Stainless Firebox	2 years
Enameled Firebox	2 years
Lid	2 years
Electrical Components	1 years
All Other Parts	2 years

Warranty Coverage

- **Scope:** This warranty covers the replacement of parts that prove defective under normal use and service.
- **Claim Process:**
 1. Submit a warranty claim. If you have any other question, please contact Customer Service at Customerservice@monumentgrills.com.
 2. Warranty claims are approved only after Monument Grills confirms the defect.
 3. Replacement parts are provided without charge if the claim is approved.
 4. If there is transportation damage, provide photos as evidence for assessment.

Exclusions and Limitations

- **Excluded Damages:** Monument Grills is not responsible for:
 1. Consequential or Incidental Damages arising from breach of warranty or failure to meet implied warranty.
 2. Acts of God such as severe weather (hail, wind, hurricanes, earthquakes, tornadoes).
 3. Improper Care or Maintenance such as grease fire, misuse, or improper installation.
 4. Damage from Hostile Environments like inclement weather, animal tampering, or commercial use.
 5. Alterations or Improper Parts Replacement by anyone other than the manufacturer.
 6. Transportation Damage not caused by FedEx.
 7. Discoloration due to Chemicals (from chemicals directly or in the atmosphere).
 8. Damage due to Severe Weather Conditions.
- **Specific Exclusions:**
 1. Ignitor batteries and grill part paint loss, discoloration, rusting, or burn-through.
 2. Rust or oxidation caused by environmental factors (e.g., humidity, chlorine, salt, industrial fumes).

Warranty Voidance

- Commercial or Rental Use: All warranty coverage is void if the grill is used for commercial or rental purposes.
- Geographical Limitation: Warranty applies only if the grill is used in the United States/Canada.
- Transferability: The warranty is valid only for the original purchaser with proof of purchase from authorized retailers.
- Second-hand or Unauthorized Purchases (e.g., from Non-Monument Grill sellers, eBay, Facebook marketplace, etc.) are not covered.

Shipping & Handling

- Free Shipping for Replacement Parts: All qualifying parts will be shipped at no charge (ground, US Mail, or Parcel Post).
- Special Handling Charges: Consumer is responsible for any expedited shipping costs (e.g., Second Day, overnight).

Proof of Purchase

- Warranty claims require a valid proof of purchase to verify the purchase date.

Returns and Authorization

- Return Authorization Required: Do not return parts without first obtaining a return authorization label from the parts and warranty department.
- Unauthorized Returns: Returns without authorization will not be refunded.