

ARTISTIC OVENS, LLC SALES TERMS AND CONDITIONS –V14 -2022

1. Ovens **must be cured** for 3-4 consecutive days before cooking in it to evaporate the moisture trapped in the wall layers during the manufacturing of the oven to minimize or avoid cracks. Must follow cure time procedures see User Manual.
2. All ovens are thoroughly inspected before releasing it to vendors and customers. As a handmade/artisan product, all the ovens have their own rustic character look. This is the natural characteristic of the product including the interior, exterior features. The doors, including the stainless-steel front panels comes in rustic artisan look design and finish. It is sold as is and these are not considered defective. Ovens are sold as rustic and artisan handmade in character.
3. TRANSPORTATION AND SHIPPING:
 - 3.1. Inspect products when receiving, especially from freight cargo companies and prior to installation. Installation is acceptance of product. NO returns allowed once used. Please take photos when receiving materials and inspect the oven for visible damages on the crates and ovens. Do not accept products if it shows visible damages. Please contact Retail store immediately. File a claim with transportation delivery company, contractor, delivery agent.
 - 3.2. Artistic Ovens is not liable for products mishandling during transportation by customer own shipping arrangement, installation, usage and maintenance of the products. Only in writing upon Artistic Ovens approval customer will be able to return material on is original packaging and unused. Freight cost will need to be paid by customer to be returned. Installation and removing labor cost is not covered by Artistic Ovens.
 - 3.3. Artistic Ovens disclaims any responsibility for damage caused to Artistic Ovens merchandize by anyone other than a shipping company chosen, arranged and paid for by Artistic Ovens, including but not limited to shipping companies arranged and paid for by you or your representative. In the event of damage to Artistic Ovens merchandize caused by you and your shipper, you must file all damage claims with your shipping company and/or insurance company.
4. There is no return warranty on our traditional ovens due to any cracking, rustic finish handmade look or metallic oxidation. Due to thermal expansion, Artistic Ovens does not warranty cracks that may appear inside or outside the oven in different locations in the oven such as dome seams areas and even inside. This is completely normal in all terracotta and brick wood fire pizza ovens. This should not affect the performance of the oven. These cracks are inherent in the nature of the product and are not to be considered latent defects. Must read curing time procedures.
5. Artistic Ovens offer 1-year limited warranty on all removal parts of our ovens. No labor cost of replacement only parts such as doors and thermostat components.
6. Notice the base of the oven on the corner may crumble during transportation and handling. This can be easily touched up with concrete mortar and with our repair kit that comes with the oven.
7. Please read User Manual for Curing time process and everyday fire up guidance Page 6 – 9 Catalog.
8. Artistic Oven is not liable for the use of the wood burning oven and accessories use, including but not limited to, tossing or throwing firewood into the oven with force, addition of non-approved appliances or burners, burning fuels with abnormal burning characteristics, including: Garbage, Treated wood, pine wood and other wood containing resin, Plastic products, Rubber products, Waste petroleum products, Paints and paint solvents, coal ,driftwood, plywood, and wood products that may burn at excessive temperatures, causing damage to the Product. Also, not liable for the use Improper chemicals or liquids to clean and sanitized the oven. The base frame with wheels is for short patio transportation distance on smooth surfaces only and it must be secured with the oven, so it does not move.
9. No event shall Artistic Ovens be responsible for any incidental or consequential damages caused by defects in its products or use, operations of the ovens or other damages of any kind whatsoever, including, but not limited to, injuries to persons or damage to property, loss of profits or anticipated profits, damage to business reputation, all costs incurred receiving, unloading, moving at your location, and installing Artistic Oven merchandise.
10. Limitation of Liability. Purchasers, dealers and customers acknowledged that Artistic Ovens remedy under warranty shall be limited to the material only repair, replacement or refund of the original product price. Excluding shipping cost, modification, add on that they are not part of the oven and other third parties, specifically renounces any rights to recover special, incidental, consequential, or other damages, loss of profits or anticipated profits, damage to business reputation or goodwill, loss of use of the Product, all costs incurred receiving, unloading, moving at your location, and

installing Artistic Ovens products.

11. Surface and inside corrosion and discoloration is not covered under warranty but can be minimized or eliminated with care.
12. Do not leave these ovens exposed to extreme weather such as snow or in wet and damp weather conditions. Protect ovens for longevity. Use the oven cover sold by Artistic Ovens to protect the oven for weather conditions such as rain, snow, ocean front. Do not expose oven to icing or wet mopping the oven while it is still heated, this can cause damage/cracking to the oven floor.
13. Never use water to lower the temperature of the oven or to extinguish the fire. Just remove excess firewood into a metal bucket, close the vent / doors to control fire or extinguish fire.
14. Check your county for what dates can you burn wood. No person shall operate a wood burning fireplace, low mass fireplace, masonry heater, wood burning heater, or outdoor wood burning device when a Level Two Episodic Wood Burning Curtailment is declared.
15. Oven Location. The "rule of thumb" is at least 10 feet from any buildings or structures or items that can catch fire including wooden deck but check with your local building department. Your Oven should be at least 10 feet from structures or items that can catch fire, including overhanging branches, wooden decks and fences. Chimney to be at least 2' higher the highest point of a structure within 10'. So, measure the height of anything within 10' of the center point of the chimney/flue and then go at least 2' higher.
16. Stainless steel surfaces can be scratched and/or dented during normal use or installation. Artistic Ovens Stainless steel front panels and doors are rustic in character look and design, therefore are not considered as defective material or workmanship. It is sold as is.
17. Sales are final, no returns. Artistic Ovens reserves the right to accept returns, only in compliance with specific terms. Shipping cost plus restocking fee of 30% will be applied. The return is 30 days from pickup date in its original packaging and status in which it was dispatched from Artistic Ovens.
- 18. Please read user manual **Safety precautions and Curing Time page & Every day fire up guidance** prior to install and use oven.**
19. Please check your local city and county for restriction on burning wood before purchasing ovens. Sales are final once dispatched.
20. Ovens need to be secured to the base floating frame after dropping the ovens on top of the frame to prevent oven from moving out of the frame and move only on smooth surfaces and short distances only. For example: Secure with a concrete screw anchor or "L" shape bracket on each side of the frame into the foundation of the oven up to 1-3/4" deep using a 1/4" concrete anchor with a drill bit 3/16". Finally lock wheels and secure oven so it does not move.
21. Copyright. Information, pictures, videos are copyrighted by Artistic Ovens and its factories. Request a permission in writing to be able to use these data, videos and pictures in any other websites, or publications.
22. WARNING: This product can expose you to chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. For more information, go to www.P65Warnings.ca.gov.
23. CHECK THE LATEST SALES TERM AND CONDITIONS IN OUR WEB SITE. <https://www.artisticovens.com/catalog-manual>