

## Frequently Asked Questions

### Why should I choose an outdoor kitchen from Haven Outdoor?

- Bring the outdoor kitchen of your dreams to your backyard
- Easy to install in minutes, portable if you decide to move
- No more waiting, all kitchens are in stock and ready to ship
- Ability to customize your grill and components
- Made in the USA by skilled craftsmen

### Where can I use these Haven Outdoor?

These products are perfect for decks, patios, rooftops, balconies and even swimming pool areas.

### Will your product stand up to the weather?

These outdoor kitchens are constructed of weather-resistant aluminum. Everything is corrosion-resistant—including the hardware.

### Can I use your outdoor kitchen on a balcony or rooftop?

The aluminum construction keeps the outdoor kitchen lightweight, and the modular design makes it portable. Your kitchen will be shipped knocked down so you can easily transport it via stairwells or elevators. Once you reach your destination, installation takes 30-60 minutes on average.

### What sizes are available?

We have standard outdoor kitchen island sizes available in 5 ½', 6' and 8', but we can custom build any size for an upgrade and with an extended lead time.

### Are countertops included with the outdoor kitchens?

We offer aluminum countertops for all of our outdoor kitchens. If you want to use a different countertop, you can definitely source that locally.

### Will my kitchen scratch easily?

All of our finishes are tested by a 3rd party testing lab to ensure they meet industry standards. Proper care and maintenance will also help extend the life of your kitchen.

### Is the grill included?

Grills and appliances are not included.

### Are Haven Outdoor kitchens permanent structures?

Our outdoor kitchens are thoughtfully designed with added features to allow you to disassemble if you move. Our innovative, laser-cut assembly system makes re-installation a breeze.

### What is the turnaround time?

Our standard outdoor kitchens are stocked in Central Florida and can be delivered to your location in a matter of days.

## Haven Outdoor Limited Warranty

### LIMITED WARRANTY

- A. Pinnacle Sales Group warrants all materials and the applied finish of the product to be free from defects in the materials and workmanship for a period of three (3) years, subject to the limitations outlined below.

### LIMITATIONS

- A. The repair or replacement of parts, or the performance of service under this warranty, does not extend the life of this warranty beyond its original expiration date.
- B. The warranty is non-transferable and is offered exclusively for the benefit of the original owner, beginning on the original date of retail sale.
- C. Pinnacle Sales Group does not warrant this products against the following:
- Damage occurring during transportation or installation.
  - Damage or breaking of the connecting tabs due to incorrect installation.
  - Discoloration of finish or distortion of metal parts due to high heat.
  - Damage as a result of an accident, alteration or abuse or product.
  - Scratches and damage from normal wear and tear.
  - Damages occurring due to owner not following proper care and maintenance instructions.
- D. Color finishes may vary slightly in shade and are not guaranteed to perfectly match images shown in this book. Color changes and variations may occur from direct exposure to sunlight and the elements.
- E. Pinnacle Sales Group is not responsible for any additional charges that may occur during warranty process, including travel, labor or installation expenses.

### WARRANTY PROCESS

- A. If, during the given warranty period, a product covered under this warranty proves to be defective in material or workmanship, a claim for warranty service should be made using the SERVICE REQUEST FORM found on [www.pinnaclesalesgroup.com](http://www.pinnaclesalesgroup.com)

## Pinnacle Sales Group, Inc. Terms and Conditions of Sale

**Orders:** All orders and any subsequent change orders must be submitted in writing and delivered to Pinnacle Sales Group, Inc. by mail, fax or e-mail. No telephone orders will be accepted. Special Order items are Non-Cancellable.

**Prices:** All prices are subject to change without notice and are exclusive of any sales or use taxes, shipping, delivery, special packaging, or handling charges that may apply to each customer or to each order.

**Minimum Advertised Pricing:** All sales are subject to Pinnacle Sales Group, Inc. or Manufacturer minimum advertised prices. Failure to comply with minimum advertised prices will result in cancellation of any agreement and violators will not be entitled to purchase further products.

**Minimum Sale Price:** All sales are subject to Pinnacle Sales Group, Inc. or Manufacturer minimum sale prices. Failure to comply with minimum sale prices will result in cancellation of any agreement and violators will not be entitled to purchase further products.

**Freight and Handling:** Pinnacle Sales Group, Inc. reserves the right to ship products by its choice of carrier. All shipments are F.O.B. from place of shipment, and risk of loss shall pass to the Buyer upon delivery to the carrier at the point of shipment. Additional charges may apply for special handling and packaging.

**Deliveries:** Pinnacle Sales Group, Inc. shall not be liable for failure to deliver or for delays in delivery or performance due to: (1) causes beyond its reasonable control; (2) acts of God, acts of Buyer, acts of civil or military authority, governmental allocations or controls, fires, strikes or other labor difficulties, riots or other civil disturbances, delays in its usual source of supply, delays in transportation; (3) any other commercial impracticability. In the event of such delay, the date of delivery or performance shall be extended for a period equal to the time lost by reason of the delay.

**Claims:** All claims for non-conforming delivery of Products must be made within thirty (30) days of receipt of shipment.

**Damage or Loss:** Any claim for damage or loss in shipment should be made to the carrier immediately by the customer. Products become the responsibility of the Buyer when accepted by the carrier in good condition from Pinnacle Sales Group, Inc. and we are not able to process shipping damage claims.

**Returns:** Only Items marked in this Price List as "Stock Item" are subject to return. All other items are considered Special Order Items and are NOT RETURNABLE. No Products may be returned without a Pinnacle Sales Group, Inc. Return Goods Authorization (RGA) Number issued prior to the return of Product. Any product returned without an RGA will be refused and returned to the sender. RGA's are valid for thirty (30) days only. All returns are subject to inspection before being approved for credit - products must be in salable condition to be considered for return or replacement. A 20% restocking charge will apply to all returns.

**Payment:** Unless otherwise noted, payment terms are Net Due on Receipt. Balances owed on invoices over 30 days old are subject to a 1.5% per month charge. Each shipment or delivery shall be deemed to have been sold under a separate and or independent contract and payment thereof shall be made in accordance with the terms of this agreement and of the invoice rendered by Pinnacle Sales Group, Inc. Buyer agrees that title to the personal property described herein shall not vest in Buyer until paid in full. In the event of insolvency or the filing of bankruptcy by the Buyer, Buyer agrees to return all merchandise to Pinnacle Sales Group, Inc.

**Warranties:** Products distributed by Pinnacle Sales Group, Inc. are the products of reputable manufacturers sold under their respective brand or trade names. Pinnacle Sales Group, Inc. shall use its best efforts to obtain from each manufacturer, in accordance with the manufacturer's warranty or customary practice, the repair or replacement of products that may prove defective in material or workmanship. The foregoing shall constitute the exclusive remedy of the Buyer and the sole obligation of Pinnacle Sales Group, Inc. Except as to Title, THERE ARE NO WARRANTIES, EITHER WRITTEN, ORAL, IMPLIED, OR STATUTORY relating to the described products which shall extend beyond that described in this paragraph. NO WARRANTY OF MERCHANTABILITY OR OF FITNESS FOR PURPOSE SHALL APPLY.

**Limitation of Liability:** Pinnacle Sales Group, Inc.'s liability on any claims for loss or damage arising out of this contract or from the performance or breach thereof or connected with the supplying of products hereunder, or its sale, resale, operation or use, whether based on warranty, contract, negligence or other grounds shall not exceed the price allowable for such products or parts thereof involved in the claim. Pinnacle Sales Group, Inc. shall not, under any circumstances, be liable for any labor charges unless agreed upon in advance and in writing by Pinnacle Sales Group, Inc. and the manufacturer of the products involved.

Pinnacle Sales Group, Inc. shall not in any event be liable for special or consequential damages, including, but not limited to, loss of profits or revenue, loss of use of the product or any associated product, cost of capital, cost of substitute products, facilities or services, downtime costs, or claims of customers of the Buyer for such damages.

**General:** The possession of this Price List by anyone is not to be considered as an offer to sell any of the Products contained herein. This Price List supercedes all previous price lists or memorandums. Pinnacle Sales Group, Inc.'s existing Trade Terms and Conditions remain in effect. The above Terms and Conditions shall be a part of all Orders accepted by Pinnacle Sales Group, Inc. and shall supercede any conflicting provisions of our customer's purchase orders. These terms and conditions are subject to change without notice.