

Arteflame Refund policy

Refund Policy

Returns & Exchanges

Any item can be returned within 14 days of purchase within these guidelines; New, unused, unassembled, and resalable items in their original unopened packaging are eligible for a refund less shipping costs. We can not accept any returns that have been used. When a returned item is not in its original condition, damaged, or missing parts, only partial refunds can be granted. We retain the right to charge a 20% refinishing fee on any returned item.

All returns/exchanges require a Return Merchandise Authorization (RMA) number. The RMA number must be clearly marked on the outside of the box. The cost to ship the product back to Arteflame will be paid by the customer. (Unless we made an error). In cases when there is a product exchange, the cost for shipping on any new product(s) is paid by the customer.

Any products returned where shipping was FREE or discounted (Flat Rate) during purchase, we will have our actual shipping cost deducted from the return or in the case of discounted (flat rate), the difference in shipping cost.

If you need to return an item, email info@arteflame.com for your RMA number. After 14 days, Return Merchandise Authorization numbers will not be issued and returns will be accepted on a case by case basis and may be subject to a restocking fee.

Not sure if you got the right part?

We do our best to accurately list model numbers, parts and their correct dimensions. However, many times part numbers will change while model numbers remain the same. Feel free to ask us for help. If you are confident that your part will not work, we do offer returns and exchanges. Please read through the requirements to see if your return is eligible for a refund.

Please contact support@firepitsurplus.com for return instructions.

Refunds

Refunds are automatically applied to your credit card or original method of payment. Shipping and Handling fees are non-refundable on all orders unless of course it is our mistake. Any orders that use a coupon or coupon code are final.

Exchanges

We will replace any item that somehow is defective or damaged due to our manufacturing or handling process at our discretion. If you need to exchange an item, send us an email at support@firepitsurplus.com for exchange instructions.

You are responsible for shipping your return item. Shipping costs are non-refundable. On all items where shipping was prepaid or included, the original shipping cost will be deducted from your refund. Any shipping cost incurred by Arteflame will be deducted from your refund.

Canceling An Order

Orders can be cancelled, however only until they are shipped.

Refused Shipments

If you refuse your merchandise or fail to accept delivery of an item you will be charged for return shipping charges as well as a 20% restocking fee.

NOTE: You should consider using a trackable shipping service or purchasing shipping insurance.