## Returns

Our customers are very important to us and it is our goal to provide quality products, as well as quality customer service. If the product you have ordered does not fit your needs, we are here to help. Most unused items can be returned to us within 30 days of delivery. Please note that the returning shipping fees will be at the customer's expense for every return or exchange except transport damage and warranty issues. Those fees will be based upon the product weight and will be deducted off your original invoice. A 15% restocking fee can also be deducted off the invoice for all buyers remorse.

Finally, My Fireplace Products reserve the right to deduct an amount equivalent to the missing and/or damaged parts and packaging.

We strive to streamline the return process. Please be aware that whether you are doing a general or defective return, anytime you are sending something back across the border, certain documents are required by customs to clear the shipment. We will provide you with these documents along with detailed instructions of where to place them when you return the items to ensure that you are not charged taxes or duties to return them and to ensure that they clear customs with no delay.

NOTE: Every return must be include a MyFireplaceProducts return authorization to be valid. Returned parcels that are not clearly identified with a copy of the return document on the outside of the package will be refused and returned at the sender's expense.

# Listed below is the Return Procedure.

- Email us at <a href="mailto:info@myfireplaceproducts.com">info@myfireplaceproducts.com</a> within 30 days of delivery. Please include your name, the order number, the part number(s) and the reason why you wish to complete a return.
- You will receive an automated reply email providing a case number. Please make a note of this number for future reference.

Within 72 hours you will receive an email from one of our representatives confirming that your request has been approved or declined.

When the request is approved you will receive detailed instructions and a return authorization that you must print and include when shipping the product(s) back to us.

All return shipping cost is at the expense of the customer and we suggest choosing a transport company that will provide a tracking number.

Once receiving and inspecting the returned item a refund will be issued.

When the refund is issued you will receive a confirmation email showing the reimbursement has been completed. Please allow 5 to 10 business days for the credit to show on the card.

Items sent to us without a return authorization form will not be refunded.

Items that are not eligible for return include:

- Custom-made pieces
- Used items, or items that have been installed or assembled.
- Bundled kits sold at a discounted rate the entire kit must be returned.

### Please make note:

- Products must be returned in their original packaging with all parts, including the owner's manual when it applies.
- Our customer-service will issue the credit within 14 days of receipt of the returned product.
- Shipping and handling charges are non-refundable.

#### Refunds

Refunds are processed back to the original Credit Card used to make the initial order.

Refunds can take 5 to 10 business days to show on the Credit Card.

## **Cancellations**

If you need to cancel an order, please email, and call us immediately at 855-294-0714 or email us at info@myfireplaceproducts.com and we will try to cancel the order before it is shipped.

Once an order has been submitted, we cannot guarantee any cancellations. All orders are processed and shipped as quickly as possible for the customers benefit. If you miss the cancellation period for your order, we will issue you a return authorization.

# **Limited warranty policy of My Fireplace Products**

My Fireplace Products offers its customers a 6 months warranty on all products available with the exception of consumables (fire-gel, screws, silicone etc.). The warranty applies only to the original purchaser and is not transferable. This warranty covers only new products that have not been modified, altered or repaired since shipment from the factory. A proof of purchase (dated invoice) must be provided with a warranty claim. Digital pictures may be requested.

This warranty applies only for normal residential use. Damages caused by improper use, misuse, improper installation, lack of maintenance, overheating, neglect, a power shortage, lack of chimney draft or a return of smoke are not covered by this warranty.

This warranty does not cover scratches, corrosion, deformation or discoloration caused by overheating, abrasives or chemical cleaners. Any defect or damage arising from the use of unauthorized parts or other than original parts void the warranty. When applicable, a qualified technician must perform the installation in accordance with the instructions provided with the product and with local and national building codes. Any claim related to improper installation is not covered by this warranty.

The manufacturer may require that defective products be returned or that digital pictures be submitted in support of the claim. Returned products must be shipped prepaid to the manufacturer for investigation. If the product is defective, the manufacturer will repair or replace the defective product. Reasonable shipping charges for returning the product will be reimbursed by My Fireplace Products.

The manufacturer may, at its discretion, either repair or replace any part after inspection and investigation of the defect. The manufacturer may, at its discretion, fully discharge all obligations with respect to this warranty by refunding the wholesale price of any defective part. The manufacturer shall in no event be liable for any special, indirect or consequential damages of any nature whatsoever which exceeds the original purchase price of the product. This warranty applies to products purchased after November 1, 2010.

If a part is defective, immediately contact our online service info@myfireplaceproducts.com. Before contacting us, please have the following information to process your warranty claim:

- Your name, address and telephone number;
- The invoice or order number;
- The nature of the defect and any relevant information;
- Digital photos may be required to support a defect.