

Ohio Flame Return Policy

Our Return Policy covers damaged or defective products only. If you feel that your product is defective or has been damaged during shipment, please contact one of our Customer Service representatives immediately. If the product is found to be defective, either a replacement or refund may be issued. Any refund issued will be applied to the method of payment that was used at the time of order. If the product was damaged during shipment, we will require you to provide us with information and pictures of the damaged product including packaging so that we may file a claim with our shipper. Our Return Policy excludes “buyer’s remorse” and degradation/deterioration of any paint finish after use of the product.