



DISTRIBUTORS

## WARRANTY POLICY

- Warranty policies default to the manufacturer warranty policy **in all cases**. Warranty claims need to be sent to both [warrantyclaims@arizonafireplaces.com](mailto:warrantyclaims@arizonafireplaces.com) and [customerservice@afdistributors.com](mailto:customerservice@afdistributors.com)
- Warranties are only applicable to the original purchaser and are non-transferrable.
- AF Distributors submits warranty claims to the manufacturers on the customer/dealer's behalf via a completed warranty form (attached).
- Warranty decisions, once submitted, are at the sole discretion of the manufacturer.
- Warranty parts are subject to manufacturer availability, and will be shipped at the manufacturer's availability.
- Some manufacturers will only send to a distributor or dealer, and additional shipping costs may apply.
- Our Customer Service and Warranty Teams will communicate updates when provided, as we work through the warranty process with the manufacturer.
- Customer is responsible for the cost of the replacement unit and freight. Customer will be credited once AFD receives the credit from the manufacturer.

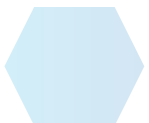
623-243-6245



customerservice  
@afdistributors.com



AF DISTRIBUTORS





**DISTRIBUTORS**

## TECHNICAL SUPPORT

For any product technical support and customer warranty claims, please contact the manufacturers below for assistance:

### DIMPLEX

1367 Industrial Road - Cambridge, ON N3H 4W3 Canada 1-800-668-6663

[https://www.dimplex.com/en/customer\\_support](https://www.dimplex.com/en/customer_support)

### RH PETERSON

14724 E Proctor Ave - City of Industry Ca 91746 (800) 332-3973 or (626) 369-5085

<http://www.rhpeterson.com/contact-rhp/> - technical support

<http://www.rhpeterson.com/log-in/rhp-forms/> - warranty forms

### IHP: Superior, Astria, Comfort Flame, Iron Strike, Lenox, Marco

1769 Lawrence St. East - Russellville, AL 35654 1-800-655-2008

<http://ihp.us.com/>

### TRAVIS INDUSTRIES: DaVinci, Fireplace Xtordinair

12521 Harbour Reach Dr SW - Mukilteo, WA 98275 (425) 609-2500

<http://www.travisindustries.com>

### NAPOLEON

Wolf Steel Canada - 9 & 24 Napoleon Road - Barrie, Ontario Canada, L4M 0G8

1-800-721-7253

<https://napoleonfireplaces.com/contact/>

### HHT

7571 215<sup>th</sup> St - West Lakeville, MN 55044 (952)-985-6000

<https://www.hearthnhome.com/company>

### EMPIRE COMFORT SYSTEMS

1401 W E St - Belleville, IL 62220 1-800-851-3153

<http://www.empirecomfort.com/support-center/>

623-243-6245



customerservice  
@afdistributors.com



AF DISTRIBUTORS





**DISTRIBUTORS**

Technical Support, Continued...

**SUMMERSET**

17322 Gothard St. Huntington Beach, CA 92647 (800)-966-8126

<https://summersetgrills.com/pages/warranty-information>

<https://summerset.zendesk.com/hc/en-us> - Help center/FAQ's

**MODERN FLAMES**

3515 E Atlanta Ave - Phoenix AZ 85040 (833)-598-7479 local: (602)-243-6523

<https://www.modernflames.com/contact>

v

**GRAND CANYON LOGS**

3435 E Atlanta Ave - Phoenix AZ 85040 (602)-344-4217

<https://grandcanyongaslogs.com/contact/>

**GOLDEN BLOUNT**

4301 Westgrove Dr. - Addison, Texas 75001 (800)-833-1139

<http://goldenblountinc.com/>

**BROMIC**

18 Technology Drive STE. 121 - Irvine, CA 92618 (800)-301-1293

<https://www.bromic.com/heating/support>

623-243-6245



customerservice  
@afdistributors.com



AF DISTRIBUTORS





DISTRIBUTORS

## FREIGHT POLICY

- All damaged and missing freight requests need to be sent to and handled by our Customer Service Department. Please send these requests to both [customerservice@afdistributors.com](mailto:customerservice@afdistributors.com) and [warehouselogistics@afdistributors.com](mailto:warehouselogistics@afdistributors.com).
- All damages must be reported within **48 hours of delivery** to qualify for any freight claims.
- Customers are responsible for inspecting the product at the time of delivery. If there is visible damage or defects to the packaging, customers are advised to refuse the shipment.
- If customer accepts the shipment, customer must notate and provide the description of the damage on the freight bill (bill of lading).
- Concealed damage needs to be reported within **48 hours of delivery**. Customers are responsible for opening all packaging, inspecting all product, and notifying us within the 48-hour window.
- Pictures of the damaged freight and/or item are required for all claims.
- If a shipment arrives missing items, contact us immediately. After 48 hours of receipt, we will not be responsible for missing items.

623-243-6245



customerservice  
@afdistributors.com



AF DISTRIBUTORS





DISTRIBUTORS

## RETURN POLICY

- All product return requests should be sent to both [customerservice@afdistributors.com](mailto:customerservice@afdistributors.com) and [warehouselogistics@afdistributors.com](mailto:warehouselogistics@afdistributors.com).
- All returns need to be pre-approved with a Return Merchandise Authorization (RMA)
- All returns must be shipped back in manufacturer packaging.
- We will not accept returns on special order items.
- Returns are subject to a 20% re-stocking fee, and will be applied upon receipt and inspection of the item.
- It is the responsibility of the customer to return the product in the same new/undamaged condition in which it was received. If a return product is received damaged in shipping, it will not be eligible for a credit. We are not responsible for items received with damage.
- Items that have been damaged due to weather will not be covered under manufacturer's warranty, and are not returnable at any time.
- The following items are not returnable at any time **for any reason**, if they have been installed or burned:
  - gas logs
  - gas burners
  - gas stoves
  - wood burning stoves
  - fireplaces
  - fireplace inserts
  - chimeneas
  - fire pits
  - grills
  - smokers
  - any other product associated with gas (natural or propane) or fire.

This is a liability issue, and we are not responsible for any items once they have been installed and/or burned. If the item is believed to be defective, we will be happy to assist you with the warranty process through the manufacturer to resolve the problem

623-243-6245



customerservice@afdistributors.com



AF DISTRIBUTORS

