



Hearth | 2020 U.S. ELECTRIC PRICE BOOK

Effective: February 25, 2020



HEARTH DIVISION
AD-PB-HEARTH-NAPELECUS-20

Printed and PDF Pricebooks are updated bi-annually.
Please export pricebook spreadsheet from dealer portal
for most current content and prices.



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BUILT-IN ELECTRIC FIREPLACES

CLEARion™ Elite



CLEARion™ Elite 50 See Thru Electric Fireplace

FEATURES

- › Up to 10,000 BTU's
- › 2 Year Warranty
- › True See Through Patented Technology with Privacy Glass Feature
- › Remote Control with Timer Feature
- › Realistic Log Set with Crystal Media
- › Flame / Heat Adjustment
- › 120v or 240v
- › Hardwire Only
- › Multi-colour Ember Bed
- › Simple Framing Specifications (8" wall thickness)
- › Heaters Operate Independently from Both Sides
- › Orange and Blue or Combined Flame Colour Options
- › Adjustable Flame Speed

STEP 1 - CHOOSE YOUR BUILT IN SEE THRU ELECTRIC FIREPLACE

Product Description	
CLEARion™ Elite 50 See Thru Electric Fireplace, Black Surround	<p>MSRP: \$1,899</p> <p>Code: NEFBD50HE</p>

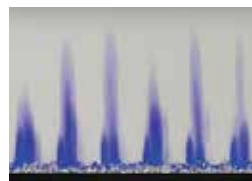
STEP 2 - CHOOSE YOUR ADDITIONAL OPTIONS

Product Description	
Deep Black Surround	<p>MSRP: \$259</p> <p>Code: NEFBD50HE-DTRM</p>
Deep Stainless Steel Surround	<p>MSRP: \$359</p> <p>Code: NEFBD50HE-SS-DTRM</p>
Stainless Steel Surround	<p>MSRP: \$359</p> <p>Code: NEFBD50HE-SS-TRIM</p>
Amber Glass Embers Media Kit	<p>MSRP: \$129</p> <p>Code: MKGA</p>
Blue Glass Embers Media Kit	<p>MSRP: \$129</p> <p>Code: MKGB</p>
Clear Glass Embers Media Kit	<p>MSRP: \$129</p> <p>Code: MKGC</p>
Black Glass Embers Media Kit	<p>MSRP: \$129</p> <p>Code: MKGK</p>
Topaz Glass Embers Media Kit	<p>MSRP: \$139</p> <p>Code: MKGT</p>

Note: For 2 x 4 installation



Multi-Colour Flame



Blue Flame



Orange Flame

BUILT-IN ELECTRIC FIREPLACES

Trivista™ Three-Sided Electric Fireplace



Trivista™ 50 Built-In Electric Fireplace shown with log set on acrylic crystals, flame colour on multi and embered on dark orange.

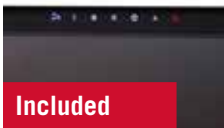
FEATURES

- › Up to 10,000 BTU's & 3,000 Watts
- › 2 Year Warranty
- › End panels come included and allow for a 3-sided, 2-sided or 1-sided installation
- › Hard wired to 120V or 240V
- › Ember bed and top light LED's in 13 colour settings
- › Four flame colour settings with brightness adjustment
- › All season usage: flames operate with or without heat
- › Multi-function remote included



Included

Northern Woods log set and crystal media



Included

Touchscreen control panel

STEP 1 - CHOOSE YOUR BUILT-IN ELECTRIC FIREPLACE

Product Description

Trivista™ 50 - Three-Sided Electric Fireplace	MSRP:	\$1,999
	Code:	NEFB50H-3SV
Trivista™ 60 - Three-Sided Electric Fireplace	MSRP:	\$2,099
	Code:	NEFB60H-3SV



BUILT-IN ELECTRIC FIREPLACES

Cinema™ Log Series



Cinema™ Log 27

FEATURES

- › Up to 5,000 BTU's
- › 2 Year Warranty
- › Minimalistic Frame
- › Remote Control with Timer Feature
- › Heat Circulating Fan
- › Realistic Log Set with Glowing Embers
- › Flame / Heat Adjustment
- › Adjustable Charcoal Ember Intensifier
- › Can be Hardwired
- › Multi-color Accent Lights with 27" & 29"
- › Realistic Orange Flame Pattern
- › Can be used as an Insert or with a Mantel
- › Side Brick Detail (29" Only)
- › Whisper Quiet™



Included

Accent Lights
(With Cinema™ Log 27 + 29)

STEP 1 - CHOOSE YOUR BUILT-IN ELECTRIC FIREPLACE

Product Description		MSRP:	
Cinema™ Log 24 Electric Fireplace, Glass Front, Powder Coated Black Finish		\$509	
		Code:	NEFB24H-3A
Cinema™ Log 27 Electric Fireplace, Glass Front, Powder Coated Black Finish		\$629	
		Code:	NEFB27H-3A
Cinema™ Log 29 Electric Fireplace, Glass Front, Powder Coated Black Finish		\$739	
		Code:	NEFB29H-3A



Cinema™ Log 24



Cinema™ Log 27



Cinema™ Log 29

STEP 2 - CHOOSE YOUR ADDITIONAL OPTIONS

Product Description		MSRP:	
Three or Four Piece Trim Kit (for 24" Unit)		\$299	
		Code:	NEFT24BLK
Three or Four Piece Trim Kit (for 27" Unit)		\$309	
		Code:	NEFT27BLK
Three or Four Piece Trim Kit (for 29" Unit)		\$319	
		Code:	NEFT29BLK

BUILT-IN ELECTRIC FIREPLACES

Cinema™ Glass Series



Cinema™ Glass 27

FEATURES

- › Up to 5,000 BTU's
- › 1 Year Warranty
- › Minimalistic Frame
- › Remote Control with Timer Feature
- › Heat Circulating Fan
- › Topaz CRYSTALINE™ Ember Bed
- › Flame / Heat Adjustment
- › Adjustable Charcoal Ember Intensifier
- › Can be Hardwired
- › Multi-color Accent Lights with 27" & 29"
- › Realistic Orange Flame Pattern
- › Can be used as an Insert or with a Mantel
- › Whisper Quiet™



Included

Accent Lights

STEP 1 - CHOOSE YOUR BUILT-IN ELECTRIC FIREPLACE

Product Description		MSRP:	
Cinema™ Glass 24 Electric Fireplace, Glass Front, Powder Coated Black Finish		\$509	
		Code:	NEFB24HG-3A
Cinema™ Glass 27 Electric Fireplace, Glass Front, Powder Coated Black Finish		\$629	
		Code:	NEFB27HG-3A
Cinema™ Glass 29 Electric Fireplace, Glass Front, Powder Coated Black Finish		\$739	
		Code:	NEFB29HG-3A



Cinema™ Glass 24



Cinema™ Glass 27



Cinema™ Glass 29

STEP 2 - CHOOSE YOUR ADDITIONAL OPTIONS

Product Description		MSRP:	
Three or Four Piece Trim Kit (for 24" Unit)		\$299	
		Code:	NEFT24BLK
Three or Four Piece Trim Kit (for 27" Unit)		\$309	
		Code:	NEFT27BLK
Three or Four Piece Trim Kit (for 29" Unit)		\$319	
		Code:	NEFT29BLK



BUILT-IN ELECTRIC FIREPLACES

Element™ 36 Builder Special



CHOOSE YOUR BUILT-IN ELECTRIC FIREPLACE

Product Description

Element™ 36 Electric Fireplace, Glass Front, Powder Coated Black Finish

MSRP: \$899

Code: NEFB36H-BS

FEATURES

- › Up to 10,000 BTU's
- › 3,000 Watts
- › Vivid flame effect
- › Self trimming
- › 120v or 240v
- › Plug in or hardwire
- › Multi-function remote included
- › 2 year limited warranty



No Top Light



Blue Top Light



Orange Top Light



Multi Top Light



Included

Side Panel Detail



Included

Remote

BUILT-IN ELECTRIC FIREPLACES

Ascent™ Electric Series



CHOOSE YOUR BUILT-IN ELECTRIC FIREPLACE

Product Description

Ascent™ Electric 33 Fireplace, Glass Front, Powder Coated Black Finish

MSRP: \$1,329
Code: NEFB33H

Ascent™ Electric 40 Fireplace, Glass Front, Powder Coated Black Finish

MSRP: \$1,669
Code: NEFB40H

FEATURES

- › Up to 9,000 BTU's
- › 2 year warranty
- › Heat Circulating Fan
- › 120v or 240v
- › Realistic Log Set with Glowing Embers
- › Flame / Heat Adjustment
- › Multi-color Accent Lights
- › Can be used as an Insert or with Mantel
- › Whisper Quiet™



Clear Accent Lights



Blue Accent Lights



Orange Accent Lights



Purple Accent Lights



Included

Side Panel Detail



Included

Remote



WALL HANGING ELECTRIC FIREPLACES

Stylus™ Wallmount



Stylus™ Wallmount Electric Fireplace shown with blue flame color with birch logset and crystal media.

STEP 1 - CHOOSE YOUR WALL HANGING ELECTRIC FIREPLACE

Product Description

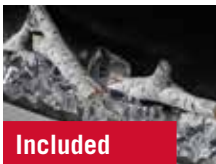
Stylus™ Wallmount Electric Fireplace

MSRP: \$999

Code: NEFP32-5019W

FEATURES

- › Up to 5,000 BTU's
- › 1 Year Warranty
- › 1,500 Watts
- › Simply Plugs into 120v Outlet
- › Combination of birch logset and crystal media
- › 59" wide wood surround
- › Remote Control included
- › Dual USB inputs with charging status LED indicator
- › Shelf with accent light
- › Three flame colour settings
- › Six ember bed color settings
- › Nine timer settings



Included

Birch logset and crystal media



Included

Dual USB 2.0 charging ports

WALL HANGING ELECTRIC FIREPLACES

Alluravision™ Series



Alluravision™ 50 Slimline with Blue Flame

FEATURES

- › Up to 9,000 BTU's
- › 1 Year Warranty
- › Crystal Clear Cube Ember Bed
- › 2,800 Watts
- › Simply Plugs into 120v Outlet
- › Can be Hard Wired
- › Ultra Slim Design or Deep Viewing Area Options
- › Flame / Heat Adjustment
- › Remote Control
- › Yellow, Orange and Blue or Combined Flame Colour Options
- › Paintable Cord Cover
- › Can be Fully Recessed into the Wall
- › LED Lighting
- › Front Vents
- › Touch Screen Control Panel
- › Whisper Quiet™
- › Blower Boost Function
- › South Beach Log Set Included with Deep Depth Models

DESIGN OPTIONS



Alluravision™ 50 Deep Depth with Log Set and Orange Flame



Multi-Colour Flame



Blue Flame



Orange Flame

STEP 1 - CHOOSE YOUR WALL HANGING ELECTRIC FIREPLACE

Product Description		
Alluravision™ 42 Slimline Electric Fireplace, Glass Front, Black	MSRP:	\$1,169
	Code:	NEFL42CHS
Alluravision™ 42 Deep Depth Electric Fireplace, Glass Front, Black	MSRP:	\$1,329
	Code:	NEFL42CHD
Alluravision™ 50 Slimline Electric Fireplace, Glass Front, Black	MSRP:	\$1,399
	Code:	NEFL50CHS
Alluravision™ 50 Deep Depth Electric Fireplace, Glass Front, Black	MSRP:	\$1,599
	Code:	NEFL50CHD
Alluravision™ 60 Slimline Electric Fireplace, Glass Front, Black	MSRP:	\$1,499
	Code:	NEFL60CHS
Alluravision™ 60 Deep Depth Electric Fireplace, Glass Front, Black	MSRP:	\$1,699
	Code:	NEFL60CHD
Alluravision™ 74 Slimline Electric Fireplace, Glass Front, Black	MSRP:	\$1,899
	Code:	NEFL74CHS
Alluravision™ 74 Deep Depth Electric Fireplace, Glass Front, Black	MSRP:	\$2,089
	Code:	NEFL74CHD
Alluravision™ 100 Deep Depth Electric Fireplace, Glass Front, Black	MSRP:	\$2,499
	Code:	NEFL100CHD

STEP 2 - CHOOSE YOUR ADDITIONAL OPTIONS

Product Description		
Amber Glass Embers Media Kit	MSRP:	\$129
	Code:	MKGA
Blue Glass Embers Media Kit	MSRP:	\$129
	Code:	MKGB
Clear Glass Embers Media Kit	MSRP:	\$129
	Code:	MKGC
Black Glass Embers Media Kit	MSRP:	\$129
	Code:	MK GK
Red Glass Embers Media Kit	MSRP:	\$129
	Code:	MKGR
Topaz Glass Embers Media Kit	MSRP:	\$139
	Code:	MKGT



WALL HANGING ELECTRIC FIREPLACES

Entice™ Series



Entice™ 42 shown with Driftwood log set with rocks and flame set on combined Orange and Blue.

FEATURES

- › Up to 5,000 BTU's
- › 2 Year Warranty
- › 1,500 Watts
- › Simply Plugs into 120v Outlet
- › Can be Hardwired
- › Remote Control
- › Orange, Blue or Combined Flame Colour Options
- › Touch Screen Control Panel
- › Wall Mount, Partially Recessed or Fully Recessed installations
- › LED Lighting
- › Front Vents



Optional

Birch Log Set



Optional

Driftwood Log Set

STEP 1 - CHOOSE YOUR WALL HANGING ELECTRIC FIREPLACE

Product Description

Entice™ 36 Electric Fireplace, Glass Front, Black	MSRP:	\$549
	Code:	NEFL36CFH
Entice™ 42 Electric Fireplace, Glass Front, Black	MSRP:	\$699
	Code:	NEFL42CFH
Entice™ 50 Electric Fireplace, Glass Front, Black	MSRP:	\$899
	Code:	NEFL50CFH
Entice™ 60 Electric Fireplace, Glass Front, Black	MSRP:	\$1,099
	Code:	NEFL60CFH
Entice™ 72 Electric Fireplace, Glass Front, Black	MSRP:	\$1,299
	Code:	NEFL72CFH

STEP 2 - CHOOSE YOUR ADDITIONAL OPTIONS

Product Description

Birch log set with rocks for Entice™ 36	MSRP:	\$79
	Code:	NEF-BLRAK36
Birch log set with rocks for Entice™ 42	MSRP:	\$79
	Code:	NEF-BLRAK42
Birch log set with rocks for Entice™ 50	MSRP:	\$109
	Code:	NEF-BLRAK50
Birch log set with rocks for Entice™ 60	MSRP:	\$145
	Code:	NEF-BLRAK60
Birch log set with rocks for Entice™ 72	MSRP:	\$170
	Code:	NEF-BLRAK72
Driftwood log set with rocks for Entice™ 42	MSRP:	\$79
	Code:	NEF-DRAK42
Driftwood log set with rocks for Entice™ 50	MSRP:	\$109
	Code:	NEF-DRAK50
Driftwood log set with rocks for Entice™ 60	MSRP:	\$145
	Code:	NEF-DRAK60
Driftwood log set with rocks for Entice™ 72	MSRP:	\$170
	Code:	NEF-DRAK72

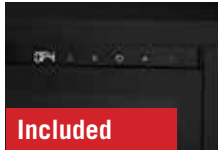
ENTICE™ SERIES CONTINUED ON NEXT PAGE →

WALL HANGING ELECTRIC FIREPLACES

Entice™ Series

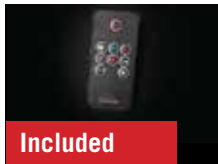


Entice™ 36 shown with Crystal ember bed and flame set on Orange.



Included

Touch Screen Control Panel



Included

Remote Control

STEP 2 CONTINUED - CHOOSE YOUR ADDITIONAL OPTIONS

Product Description

Amber Glass Embers Media Kit	MSRP:	\$129
	Code:	MKGA
Blue Glass Embers Media Kit	MSRP:	\$129
	Code:	MKGB
Clear Glass Embers Media Kit	MSRP:	\$129
	Code:	MKGC
Black Glass Embers Media Kit	MSRP:	\$129
	Code:	MK GK
Topaz Glass Embers Media Kit	MSRP:	\$139
	Code:	MKGT



Combined Blue and Orange Flame

Blue Flame

Orange Flame



WALL HANGING ELECTRIC FIREPLACES

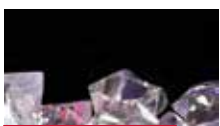
Allure™ Series



Allure™ 42 with Blue Flame

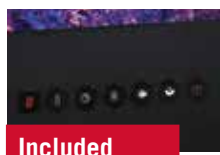
FEATURES

- › Up to 5,000 BTU's
- › 2 Year Warranty
- › 1,500 Watts
- › Simply Plugs into 120v Outlet
- › Can be Hardwired
- › Ultra Slim Design
- › Flame / Heat Adjustment
- › Remote Control
- › Orange and Blue or Combined Flame Color Options
- › Adjustable Ember Intensifier
- › Paintable Cord Cover
- › Can be Fully Recessed into the Wall
- › LED Lighting
- › Front Vents
- › Non Reflective Screen and Front



Included

Crystal Clear Cube Ember Bed



Included

Touch Screen Control Panel

STEP 1 - CHOOSE YOUR WALL HANGING ELECTRIC FIREPLACE

Product Description	
Allure™ 32 Electric Fireplace, Glass Front, Black	MSRP: \$799 Code: NEFL32FH
Allure™ 42 Electric Fireplace, Glass Front, Black	MSRP: \$949 Code: NEFL42FH
Allure™ 50 Electric Fireplace, Glass Front, Black	MSRP: \$1,169 Code: NEFL50FH
Allure™ 60 Electric Fireplace, Glass Front, Black	MSRP: \$1,379 Code: NEFL60FH
Allure™ 72 Electric Fireplace, Glass Front, Black	MSRP: \$1,829 Code: NEFL72FH
Allure™ z Fireplace, Glass Front, Black	MSRP: \$2,299 Code: NEFL100FH

STEP 2 - CHOOSE YOUR ADDITIONAL OPTIONS

Product Description	
Amber Glass Embers Media Kit	MSRP: \$129 Code: MKGA
Blue Glass Embers Media Kit	MSRP: \$129 Code: MKGB
Clear Glass Embers Media Kit	MSRP: \$129 Code: MKGC
Black Glass Embers Media Kit	MSRP: \$129 Code: MKGK
Red Glass Embers Media Kit	MSRP: \$129 Code: MKGR
Topaz Glass Embers Media Kit	MSRP: \$139 Code: MKGT



Multi-Color Flame



Blue Flame



Orange Flame

WALL HANGING ELECTRIC FIREPLACES

Allure™ Phantom Series



Allure™ Phantom 42 with Orange Flame

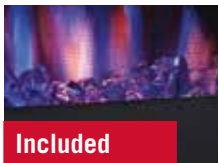
FEATURES

- › Up to 5,000 BTU's
- › 1 Year Warranty
- › 1,500 Watts
- › Simply Plugs into 120v Outlet
- › Can be Hardwired
- › Ultra Slim Design
- › Flame / Heat Adjustment
- › Remote Control
- › Orange and Blue or Combined Flame Color Options
- › Adjustable Ember Intensifier
- › Paintable Cord Cover
- › Can be Fully Recessed into the Wall
- › LED Lighting
- › Front Vents
- › Non Reflective Screen and Front



Included

Crystal Clear Cube Ember Bed



Included

Matte Surround + Mesh Screen

STEP 1 - CHOOSE YOUR WALL HANGING ELECTRIC FIREPLACE

Product Description		
Allure™ Phantom 42 Electric Fireplace, Mesh Screen, Matte Black	MSRP:	\$1,049
	Code:	NEFL42FH-MT
Allure™ Phantom 50 Electric Fireplace, Mesh Screen, Matte Black	MSRP:	\$1,259
	Code:	NEFL50FH-MT
Allure™ Phantom 60 Electric Fireplace, Mesh Screen, Matte Black	MSRP:	\$1,489
	Code:	NEFL60FH-MT

STEP 2 - CHOOSE YOUR ADDITIONAL OPTIONS

Product Description		
Amber Glass Embers Media Kit	MSRP:	\$129
	Code:	MKGA
Blue Glass Embers Media Kit	MSRP:	\$129
	Code:	MKGB
Clear Glass Embers Media Kit	MSRP:	\$129
	Code:	MKGC
Black Glass Embers Media Kit	MSRP:	\$129
	Code:	MK GK
Red Glass Embers Media Kit	MSRP:	\$129
	Code:	MKGR
Topaz Glass Embers Media Kit	MSRP:	\$139
	Code:	MKGT



Multi-Color Flame



Blue Flame



Orange Flame



WALL HANGING ELECTRIC FIREPLACES

Allure™ Vertical Series



Allure™ Vertical 38 shown with combination flame color, purple ember bed and yellow side accent lights

STEP 1 - CHOOSE YOUR WALL HANGING ELECTRIC FIREPLACE

Product Description

Allure™ Vertical 32 Electric Fireplace	MSRP: \$459
	Code: NEFVC32H
Allure™ Vertical 38 Electric Fireplace	MSRP: \$659
	Code: NEFVC38H

FEATURES

- › Up to 5,000 BTU's
- › 2 Year Warranty
- › 1,500 Watts
- › Simply Plugs into 120v Outlet
- › Can be Hardwired
- › Ultra Slim Design
- › Flame Speed Adjustment
- › Remote Control
- › Orange, Blue, Yellow and Combination Flame Color Options
- › White, Blue, Green, Red, Yellow and Purple Ember Bed color options
- › Paintable Cord Cover
- › LED Sides Accent Lighting



Included

Crystal Clear Cube
Ember Bed



**Included on
38 model only**

Birch Logset

ELECTRIC LOG SETS

Woodland™ Series



Woodland™ 27 Log Set

FEATURES

- › Up to 5,000 BTU's
- › Hand Painted Resin Log Set
- › LED Lights
- › Flame / Heat Adjustment
- › Safe to Touch
- › Can be Hardwired
- › Remote Control

CHOOSE YOUR ELECTRIC LOG SET

Product Description		MSRP:	
Woodland™ 18 Electric Log Set		\$529	
		Code:	NEFI18H
Woodland™ 24 Electric Log Set		MSRP:	\$649
		Code:	NEFI24H
Woodland™ 27 Electric Log Set		MSRP:	\$779
		Code:	NEFI27H



Woodland™ 18



Woodland™ 24



Woodland™ 27



Decor Series

CHOOSE YOUR MANTEL/ENTERTAINMENT PACKAGE

Product Description	Receiving Code	Order Code	MSRP
The Taylor Mantel Package, includes Ascent™ Electric 33	NEFB33H + NEFM33-0214W	NEFP33-0214W	\$1,669

Note: Decor Mantel Packages are shipped in two boxes



THE TAYLOR

- › White Finish
- › Black Slate Styled Surround
- › Pedestal Base
- › Dentil Accent Moulding
- › Decorative Keystone

Essential Series

CHOOSE YOUR MANTEL/ENTERTAINMENT PACKAGE

Product Description	Receiving Code	Order Code	MSRP
The Braxton Mantel Package, includes Cinema™ Log 29	NEFB29H-3A + NEFM29-1215BW	NEFP29-1215BW	\$1,219
The Lambert Mantel Package, includes Cinema™ 27	N/A	NEFP27-0519RW	\$1,399
The Anya Mantel Package, includes Cinema™ Glass 27	NEFB27HG-3A + NEFE27-3116B	NEFP27-3116B	\$1,499
The Adele Mantel Package, includes Cinema™ Log 27	NEFB27H-3A + NEFE27-0815W	NEFP27-0815W	\$1,149
The Crawford Mantel Package, includes Cinema™ Glass 27	NEFB27HG-3A + NEFE27-1116B	NEFP27-1116B	\$1,449
The Whitney Mantel Package, includes Cinema™ Glass 24	NEFB24HG-3A + NEFE24-0516GRW	NEFP24-0516GRW	\$1,579

Note: Essential Mantel Packages are shipped in two boxes (Except The Bailey)



THE BRAXTON

- › Burnished Walnut Finish
- › Pedestal Base
- › Black Granite Styled Surround
- › Hardwood Decorative Columns
- › Convenient Hidden Compartments



THE LAMBERT

- › Rustic Wood Finish
- › Comes fully assembled in 1 box
- › Pedestal Base
- › Decorative Metal Accent Hardware
- › Soft Closing Doors



THE ANYA

- › Glossy Black Finish
- › Smoked Glass Top
- › Media Compartment
- › Curved Smoked Glass Doors
- › Modern Design



THE ADELE

- › White Finish
- › Contemporary Design
- › Decorative Glass Doors
- › Glass Shelves
- › Media Compartment



THE CRAWFORD

- › Gloss Black Finish
- › Motion Sensor LED Lights
- › Media Compartment
- › Decorative Glass Doors
- › Contemporary Design



THE WHITNEY

- › Deep Grey Wash Finish
- › Glass Top
- › Media Compartment
- › Luxurious Handles
- › Modern Design



PRODUCT RETURN POLICY

POLICY GUIDELINES

A Return Authorization (RA) must be requested from Dealer Services, Order Desk or Customer Solutions Department of WOLF STEEL LTD (WSL). Once requested, your claim will be reviewed, and if accepted, a Return Authorization number will be issued. Please quote this number any time you inquire about your claim.

- a) Any returned product that is sent to Wolf Steel without prior authorization (an RA Number) will be refused and returned, freight collect.
- b) Any product returned must be forwarded in the original packaging via ground delivery, as advised by WOLF STEEL LTD.
- c) All product must be returned to WSL within 30 calendar days from the day that the RA was issued in order to qualify for possible replacement or credit.
- d) Return Authorizations, replacements (subject to inspection of returned items, including their packaging) and shipping method/cost is always at the sole discretion of WSL.
- e) Return Authorization number must be prominently written on all paperwork when packaging product for return.

INFORMATION REQUIRED

The following information is required in order to obtain a Return Authorization:

- a) Part/Unit number
- b) Invoice number(s) of original shipment and/or the replacement part(s)
- c) Exact quantity to be returned
- d) Reason for return

RETURN CLASSIFICATION GUIDELINES

Returned and Reworked Products under Warranty are classified and processed under the following guidelines:

- a) Product under warranty, deemed functioning to design specifications: If the product is determined to be free of defects or not under warranty, it will be returned to the customer, who will be invoiced for any rework and handling charges including repackaging and freight costs. The customer is notified and asked if they wish to have the goods returned collect. If no response is received after 5 working days the parts will be scrapped.
NO CREDIT IS ISSUED
- b) Product under warranty showing defect(s) caused by improper handling or installation: The customer is notified and the product is scrapped, unless otherwise instructed by the customer.
NO CREDIT ISSUED and handling charges will apply
- c) Product under warranty which is defective.
Product is repaired/replaced or credit issued at the discretion of WOLF STEEL LTD.
 - Product shipped to replace defective merchandise will be invoiced at regular prices and a credit will be issued upon return of defective product, subject to inspection.
- d) Product no longer under warranty and with no salvageable value: The product will be scrapped unless otherwise instructed by the customer. Return shipping charges are the responsibility of the customer.
NO CREDIT ISSUED

PRODUCT RETURN POLICY

QUALIFYING PRODUCT

The following is a summary of what **may** be Returned/Credited under the current policy without restocking fees charged

- a) Error at the time of order by WSL
- b) The product has clearly been damaged due to shipping (if product was shipped directly from WSL-see freight policy for details)
 - i. Shipping Damage must be reported to WOLF STEEL LTD. within 24 hours of receiving the product from WSL. The shipping slip of the freight company must have a note of the damage.
- c) The product has concealed damage due to inadequate packaging
 - i. Concealed damage must be reported within 30 calendar days from the initial shipment date from WSL.
- d) The product has a defect
- e) The product is requested by WSL to be returned for a quality control reason

Under rare instances and only with an approved Return Authorization from WOLF STEEL LTD., a customer may request the return of overstock product. Wolf Steel is under no obligation to accept returns related to overstock.

The following conditions will apply:

- a) The product must be current (must have been purchased in the last 30 days) and must be in resalable condition. (This applies to both the product and the packaging with no visible markings.)
- b) If found in defective condition, the customer will be notified and the product will be scrapped, unless otherwise instructed by the customer, and no credit will be issued any handling charges including freight costs will be invoiced
- c) If found to be in good condition, a credit will be issued, less 35% restocking charge, return freight cost and any other charge incurred for processing.

The above conditions will not apply to outdated or discontinued product either distributed or manufactured by WOLF STEEL LTD.



Dealer Minimum Advertised Price (MAP) Policy

Summary Document

DISCLAIMER:

This document is only a SUMMARY of the Napoleon Minimum Advertised Price (MAP) Policy. The MAP Policy is located in the MyNapoleon Dealer Portal or it can be requested directly from the MAP Policy Administrator.

The Minimum Advertised Price (MAP) for all Napoleon products shall be no less than the Manufacturer's Suggested Retail Price (MSRP)

MINIMUM ADVERTISED PRICE POLICY APPLIES TO:

- All forms of trade, public and consumer advertising, including the internet
- All dealers / retailers that sell direct to consumers
- All dealers in Canada, United States and Mexico
- All Wolf Steel Brands
- All Napoleon Products listed in current Price Books and MAP Savings Price Lists

A RESELLER WILL VIOLATE THE MAP POLICY BY:

- Advertising a price that is lower than the relevant MSRP/MAP
- Advertising a percentage reduction from a reference price that results in a price lower than the relevant MSRP/MAP
- Using such website features, but not inclusive to, as 'click for price', automated pricing emails, automated price displays that show price lower than MSRP/MAP
- Using terminology that implies to the consumer that they will be able to purchase the product below MSRP/MAP
- Using website statements such as, but not inclusive to, '25% Off', 'email for best price'
- Bundling the Company's products that are lower than the sum of each MAP for the relevant product
- Using strike-through or other alteration of the advertised text that indicates a price lower than MSRP/MAP

- Advertising on classified and auction websites (such as Kijiji.com) and marketplace websites (such as Sears.com). Advertising on Ebay.com and Ebay.ca is approved for Authorized Resellers Only.
- E-Commerce sales of the Luxuria Series (LVX) & Vector Series (LV) Gas Fireplaces is strictly forbidden.
- Re-selling any Napoleon product to another dealer or internet retailer such as Amazon.com.

EXCLUSIONS:

- This Policy only sets forth suggested advertised prices and does not apply to the price at which the products are sold or offered for sale
- Offering 'free shipping' and 'free financing' by the Reseller is allowed at point of sale of Napoleon products
- Website discounts applied at checkout to the entire order based on consumer loyalty/history with Reseller, such as discounts for 'frequent shoppers' is acceptable

Date: August 2018 v4.2

Dealer Minimum Advertised Price (MAP) Policy

ENFORCEMENT:

1st Violation: A first violation will have occurred when the Dealer violates the Policy for the first time in a 12-month period. The Dealer will have **24 hours to comply with the MAP Policy** from the date of the notification before the infraction is considered a second (2nd) violation.

2nd Violation: A second violation will have occurred when the Dealer violates the Policy within a 12-month period from the date of the 1st violation. The Dealer will have **24 hours to comply with the MAP Policy** from the date of the 2nd notification before the infraction is considered a third (3rd) violation.

A second violation **will result** in:

- Ineligibility to participate in Napoleon advertising and sales promotions for the period the violation remains uncorrected
- Loss of access to any discounts, coop or rebates offered by Napoleon for the period the violation remains uncorrected
- Removal from all Napoleon website dealer locators for the period the violation remains uncorrected

3rd Violation: A third violation will have occurred when the Reseller violates the Policy within a 12-month period from the date of the 1st violation. The Dealer will have **24 hours to comply with the MAP Policy** from the date of the 3rd notification before the infraction is considered a fourth (4th) violation.

A third violation **will result** in:

- Loss of any discounts, coop or rebates offered by Napoleon for a period of 12 months
- Limited access to some or all of Napoleon's products until the dealer has remedied
- Being added to the Do-Not-Sell list for some or all of Napoleon's products until dealer has remedied

4th Violation: A fourth violation will have occurred when the Dealer violates the Policy within a 12-month period from the date of the 1st violation.

A fourth violation **will result** in:

- Limited access to some or all of Napoleon's products for an indefinite period
- Being added to Napoleon's Do-Not-Sell list for an indefinite period

Napoleon's sales personnel, representatives or Dealers (including distributors and wholesalers) have no authority to modify or grant exceptions to the MAP policy. All questions and comments regarding the Policy should be directed to the 'Policy Administrator'.

The MAP Policy Administrator

24 Napoleon Road
Barrie, Ontario
L4M 0G8, Canada

Email: MapPolicy@napoleonproducts.com

Date: August 2018 v4.2



NAPOLEON - CELEBRATING OVER 40 YEARS OF HOME COMFORT PRODUCTS



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