

WARRANTY POLICY

Statement of Policy

The Outdoor GreatRoom Company (referred to as OGC hence forward in this document) warrants its products for component failure and defects in materials or workmanship per the terms of the warranty supplied with the product. No OGC consumer should bear any cost of warranty service when the service is performed within the terms of the consumer warranty. All dealers and distributors shall honor OGC warranties for the brands they represent whether they sold and installed the product or not.

Installation and start-up procedures are considered to be normal required activities not associated with warranty service. Issues such as igniter adjustment, gas pressure, IPI electronic ignition, minor stucco, tile, and grout repairs, should be included in start-up. Such procedures are not covered by the warranty.

Warranty Period

The warranty period for consumers begins at date of purchase. OGC will use the date of sale for warranty start date.

Warranty Reimbursement Terms

A flat rate of \$65 will be paid for labor and mileage to conduct warranty service calls.

- “Not fixed” policy. Service call fee will be paid for one call to fix the product. If the servicing dealer fails to fix the product on the first call, they bear the costs of performing subsequent calls unless more than one call has been authorized by OGC Technical Service.
- Exceptions such as unusual performance issues and warranty removal and replacement will be considered. Exceptions are subject to approval by the Technical Service Manager.
- Showroom model units with extensive use must be sold as “second hand”.
- The OGC warranty is not extended to the second owner. OGC will recognize the warranty for units used for dealer shows, home shows, etc. which are used for a short time.
- The flat rate applies for standard warranty service.
- The warranty claim form must be filled out completely and submitted to CUI. Email cpr@cuiheat.com or fax 800.447.6854.
- Pictures & videos may also be required.
- Account must be current and in good standing



THE OUTDOOR
GREATROOM
COMPANY

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Replacement parts

No-charge sales orders or credit will be applied at the distributor's or dealer's discretion. Freight is prepaid for normal ground delivery only.

OGC will periodically require certain parts be returned for evaluation. Return Material Authorization (RMA) numbers will be assigned in such cases. Service labor, part credit and return freight will be reimbursed if evaluation determines the part is defective.

- OGC reserves the right to deny credit for parts, service labor and freight for parts determined not to be defective. Non-defective parts will be returned to the dealer or distributor.
- Credit decisions will be made when evaluation is complete.
- Credit will be denied for RMA claims that have not been delivered within 90 days of RMA number approval.
- Parts returned without a tag or label identifying the RMA number will be discarded and will not be processed for credit.

Freight Damage

OGC assumes responsibility for all truckload shipments. The dealer/distributor is responsible for all LTL and FedEx shipments that are shipped FOB origin.

Visible, concealed damage and missing parts notification must be made within 7 calendar days of receipt. When signing the bill of lading, signature must accompany a notation of visible damage. Photos of damage must be submitted.

Shipments with visible freight damage must be refused or noted before signing the bill of lading.

Steps to Apply for a Warranty Claim

1. Submit a warranty claim form, any necessary pictures and a copy of the original purchase order information.
2. Submit to cpr@cuiheat.com.
3. CUI will confirm claim and OGC ship out replacement product.

Thank you for your commitment.

