

## Online Sales Policy

In an effort to deliver quality products, service, and safety, Hearth & Home Technologies, Inc. distributes our family of products exclusively through authorized and trained distributors and dealers. Occasionally, individuals will attempt to sell products online without the consent of the manufacturer. Heatilator, Heat & Glo and Quadra-Fire do not authorize the sale of products online. Here are a few things to consider if you are contemplating an online purchase of a quality hearth product.

**Warranty-** Heatilator, Heat & Glo or Quadra-Fire does not warranty products sold outside of our authorized dealer network, nor will they warranty service work on the product that is performed by anyone other than an authorized dealer. In addition, the warranty on our products applies to the original owner only and is nontransferable.

**Customer Expectations-** Our dealers are trained to evaluate your specific needs and suggest to you the products that will best meet those needs. When buying products online, you may be purchasing products that are not ideal for your situation and, as a result, be more costly than you anticipated. The products also require specific venting components with restrictions as to their installation which may not be evident in the purchase without a trained dealer to assess the installation application and recommend the appropriate venting scheme.

**Shipping Damage-** Our products are designed to ship to our customers using approved carriers and processes. The risk for damage increases if you attempt to ship product outside of our dealer network. We will not be responsible for any costs related to shipping damage.

**Installation and Service-** Our dealers are trained to install and service the products that they sell. We strongly recommend our products be installed and serviced by authorized dealers. Your warranty will be void if the product is not installed, operated and maintained in compliance with local building codes and with the instructions in the installer's guide, owner's guide and listing agent identification label furnished with the product. Your warranty will also be void if any service work is performed on the product by anyone other than an authorized representative. Furthermore, many local dealers will not service a fireplace they did not sell, making the authorized service of your product much more expensive. Lastly, the installation and set up of a product requires very specific installation and operational accessories. These accessories are often times not included in online sales, and can be very difficult and expensive to find after the fact.