



August 1, 2023

Company Business-to-Business Return and Warranty Policy:

At Glen Dimplex Americas, we strive to provide our customers with high-quality products and exceptional customer service. We understand that there may be instances where a product needs to be returned or replaced, and we want to ensure that the process is as smooth and efficient as possible.

Standard Returns

If a product needs to be returned due to damages or incorrect shipment, please follow the below guidelines:

Damages:

For all shipments arranged by Glen Dimplex Americas (prepaid or prepaid and add freight terms), damages must be reported to Glen Dimplex Americas customer service within 3 business days of receipt of delivery. All damages must be notated on the delivery receipt and/or BOL at time of delivery.

For Collect shipments, customers are responsible for filing claims with the carriers. Glen Dimplex Americas will not be responsible for damages on collect shipments.

Glen Dimplex is not responsible for damage or incorrect shipments between a distributor and dealer.

Incorrect shipments:

Incorrect product or quantity errors must be reported to Glen Dimplex Customer Service within three business days following receipt of delivery. All shortages must be notated on the delivery receipt and/or BOL at time of delivery.

General Warranty:

Glen Dimplex Americas warrants that the products and their component parts will be free from defects in materials and workmanship for the applicable period of the warranty coverage set forth in the warranty period. If a product or component is found to be defective in materials or workmanship during the applicable warranty period, Glen Dimplex Americas, at its discretion, may repair the applicable component, replace the applicable component, or refund the purchase price of the applicable product(s). The maximum amount recoverable under warranty is limited to the purchase price of the product. The warranty period is nontransferable.

This warranty only covers Products that are purchased through an authorized Glen Dimplex Americas dealer or distributor. Any product purchased must have original invoice or receipt to qualify for the warranty. If no documentation can be found, Glen Dimplex Americas has the right to deny a warranty claim.



Flame Products:

Submitting a Warranty Claim:

Should the consumer/end user experience problems with the fireplace, any claim must be submitted to Glen Dimplex Americas Customer Service directly via email or phone call or with the dealer the unit was purchased from, who will in turn contact us for warranty requests.

Before contacting Customer Service/Technical Support the serial number, customer date of purchase, place of purchase, and details of the issue must be available. Serial number can be found on the original packaging or on the fireplace product label.

Glen Dimplex Americas recommends writing down the serial number on the manual for any future referencing.

Within 30 days from the date of sales of the product to the consumer, if the product is dead on installation or has an operational defect, Glen Dimplex Americas prefers to replace parts and/or service depending on the unit's warranty coverage.

If parts or service are declined, Glen Dimplex Americas will provide a claim number to the consumer to return to their place of purchase for a full replacement/refund.

Glen Dimplex Americas will in turn provide a return authorization to the place of purchase (where the original transaction took place) to return or return and replace pending authorization from Glen Dimplex Americas along with the customer's proof of purchase.

After 30 days to the consumer but within warranty period, faulty product must be reported to Glen Dimplex Americas Customer Service team who will determine the best path forward.

If parts cannot be shipped and/or product serviced (if applicable) within a 4-week period, Glen Dimplex Americas will provide a claim number for the consumer to return to their place of purchase for a full replacement/refund.

Glen Dimplex Americas will in turn provide a return authorization to the place of purchase to return or return and replace pending authorization from Glen Dimplex Americas along with the customer's proof of purchase. (This excludes parts that do not impact the functionality of the unit).

Note: All warranty claims require the customer's proof of purchase. Warranty covers the repair or replacement of the product at the discretion of Glen Dimplex Americas.



Glen Dimplex Americas will not be responsible for shipping costs incurred on returns and/or replacements. This includes returns due to product defects, customer errors, or any other reason. In such cases, the customer will be responsible for all shipping costs associated with the return.

Glen Dimplex Americas' total liability extends only to the purchase price paid for the goods.

Heat Products:

End-user are to return to their place of purchase. Glen Dimplex Americas will provide a return authorization for 100% credit within the warranty period.

Note: All warranty claims require the customer's proof of purchase. Warranty covers the repair or replacement of the product at the discretion of Glen Dimplex Americas.

Glen Dimplex Americas will not be responsible for shipping costs incurred on returns and/or replacements. This includes returns due to product defects, customer errors, or any other reason. In such cases, the customer will be responsible for all shipping costs associated with the return.

Glen Dimplex Americas' total liability extends only to the purchase price paid for the goods.

Any unauthorized returns will not be accepted and will not be eligible for reimbursement of any kind.

We appreciate your business and hope that this policy provides you with the information you need to make informed decisions regarding returns and warranty claims. If you have any questions or concerns, please do not hesitate to contact our customer service team.