



## **\* WARRANTY POLICY & CLAIM PROCEDURES \***

To validate the fireplace warranty all sections must be completed on the (3-part) Warranty Registration Form (included with each fireplace) and on file at Kozy Heat; Hussong Manufacturing Co., Inc.. The installer of the fireplace must complete the form during installation. All sections of the warranty registration form must be fully completed. This will ensure that all phases of the installation have been properly checked, which will eliminate non-warranty service calls / nuisance call-backs.

### **INITIAL START UP SERVICE CALLS:**

Initial Start-up service calls are considered part of the installation process and are not covered under the warranty policy. If during the initial start-up service call, the unit should fail to work properly, the following steps should be completed:

- \* Make sure all items on the warranty registration form have been checked.
- \* Follow the troubleshooting guide located in the back of the installation manual.
- \* If the fireplace stills fails to function properly, secure the serial number, note the gas type and contact Kozy Heat (800-253-4904) with this information and explanation of problem.
- \* Kozy Heat reserves the right not to credit any warranty claims submitted for problems that should have been resolved at the time of start-up.

**It is the dealer's responsibility to stock replacement parts and to be prepared for additional work on any service call. Return service trips caused by dealers lack of service parts will be denied.**

### **LABOR REIMBURSEMENT:**

Kozy Heat will reimburse you for labor expenses incurred for repair or replacement of a defective component within 1 year of purchase date. Please refer to the **Warranty Labor Reimbursement Policy** (page 4).

**If you cannot resolve a situation while on the job-site, we encourage you to contact us directly from the customer's home. 1-800-253-4904.**

To receive reimbursement for labor incurred, a **'Warranty Claim Form'** must be completed **and submitted to us** along with the defective component(s) within 2 weeks of completion of service. Warranty Labor reimbursement will not be issued until the defective component(s) is returned and the Warranty Claim Form is submitted. An RGA # is required for all parts.

If the problem is not resolved after 2 service calls on site, contact Kozy Heat prior to a third service call.

**Under No Circumstances is a complete fireplace ever to be removed for a warranty issue without prior authorization from the factory.**



## **PARTS REIMBURSEMENT:**

**All defective components, except logs, refractory & broken glass, that are still under warranty must be returned to Hussong Manufacturing. Original invoice for the replacement part must be paid. Reimbursement will be in the form of a credit.**

**You must contact us for a 'Return Goods Authorization' number (RGA #) prior to returning any components to the factory.**

**- Please see Page 4, Warranty Labor Reimbursement Policy -**

**Please fax us a copy of the completed warranty claim form and we will assign it an RGA#, (we will write it on the form) and then fax that form back to you. You must include this form when returning defective parts.**

Please reference this RGA number on the outside of the box and on the 'Warranty Claim Form'. A credit will be issued to your account upon receipt and inspection. Defective components must be returned within 2 weeks of completion of service.

## **TRAVEL EXPENSE:**

We will reimburse travel expenses to you at a rate of \$.20/mile up to a maximum of 150 miles per claim. Travel reimbursement is **intended to help offset your travel expense**. Travel expenses will be reimbursed only under valid warranty claims within the first year that the warranty is in effect.

## **SHOWROOM & HOME SHOW DISPLAYS:**

A showroom model fireplace must be sold as a "second-owner" fireplace. The Kozy Heat warranty is not extended to a second owner. Kozy Heat will honor the warranty for fireplaces used for home shows, dealer shows, etc. which are burned for a short period of time.

## **RESTOCKING PRODUCT:**

An RGA number is required before any parts will be accepted for return. A **20% restocking fee** will be applied to any returned parts; excluding defective parts. We will only accept current, up-to-date product. Parts must be returned in their original box and in sellable condition. Please be aware that it is Kozy Heat's policy that even unopened parts/fireplaces need to be inspected and re-boxed in our facility before the product can be resold.



## **SHIPPING DAMAGE**

### **VISIBLE FREIGHT DAMAGE**

It is the receivers responsibility to check all merchandise **IMMEDIATELY** upon arrival for any exposed damage. If you notice damage, **REFUSE THE SHIPMENT** and mark the bill of lading "refused due to damage. Kozy Heat must be notified when freight is refused. If possible, we would like the opportunity to assign it an RGA number before the freight company leaves your dock. Please contact customer service (800-253-4904) to receive an RGA number.

**It is your responsibility to reorder your merchandise.** You will be charged for your replacement order and a credit will be issued to your account when the damaged shipment is returned to Kozy Heat by the freight carrier.

**Important:** When you are signing for your freight, you are signing that the shipment is free of visible defects and that you are accepting the freight.

### **CONCEALED FREIGHT DAMAGE**

It is the dealers responsibility to open all received boxes and inspect products for concealed damage **within 10 business days from the date of delivery. This applies to fireplaces and all parts. Should concealed freight damage be discovered, please contact Kozy Heat (800-253-4904). Photos will be required of any damaged fireplaces and their packaging before further action is taken. Arrangements will be made to supply you with replacement parts if the fireplace or component is repairable. Otherwise arrangements will be made to pick up the damaged item. Concealed damaged fireplaces or components must be returned in their original packaging - no exceptions. After 10 days, claims for concealed damage will not be honored, but we will accept the return of the damaged product, at your expense. At this time, arrangements can be made for us to repair the merchandise and return it to you or issue your account whatever credit we can provide, based upon its salvageable or repairable value.**

**It is your responsibility to reorder your merchandise.**

*Even an undamaged or mildly damaged box may contain concealed damage and it is your responsibility to check your freight.*

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### **WARRANTY POLICY RESTRICTIONS:**

All warranty claims must be within the guidelines of the warranty policy provided with that specific unit. Warranty policies do not cover freight damage, improper installation and operation, mishandling or misuse of product other than for its intended purpose.

All warranty claims for labor and parts reimbursement must be submitted within 2 weeks of completing the service call.



**GAS BURNING & ELECTRIC FIREPLACES  
WARRANTY LABOR REIMBURSEMENT POLICY**

To receive reimbursement for warranty labor, you must complete the warranty claim form and send/fax to: Kozy Heat 204 Industrial Park Drive, Lakefield, MN 56150 Fax: 888-669-6644.

Hussong Mfg. will reimburse dealers for labor to repair or replace a defective component according to the following schedule:

**Defective components within ONE YEAR of purchase: (parts & labor)**

	<u>Per Claim:</u>
All Fireplace Components "Bumper to Bumper"* . . . . .	\$55.00
<small>(*light bulbs for electric fireplaces &amp; Paint for gas or electric fireplaces is not included- 30 day warranty only)</small>	
All <u>Optional</u> Accessories. . . . .	\$55.00
Mileage Reimbursement . . . . .	20¢/mile - maximum 150 miles per claim

**THE FOLLOWING ARE COVERED UNDER OUR LIFETIME PARTS (ONLY) WARRANTY**

- Firebox
- Logs
- Glass
- Heat Exchanger
- Refractory Lining
- Burner Cover & Tube

This Lifetime Warranty does not cover any labor, transportation or other indirect costs arising from defective components.

**NOTE:** ALL DEFECTIVE ITEMS, EXCEPT FOR THE ITEMS LISTED BELOW, MUST BE RETURNED TO KOZY HEAT BEFORE LABOR REIMBURSEMENT WILL BE ISSUED.

**- ALL ITEMS BEING RETURNED REQUIRE AN RGA # -**

The following items do not need to be returned for credit and replacements may be ordered from the factory at no charge - Please note this on your order.

- Broken Logs
- Broken Refractory
- Broken Glass (Defective Glass must be returned)
- Electric Fireplace Replacement Parts (except Light Bulbs)

\*Kozy Heat will not credit any warranty claims that are submitted for problems that should have been resolved at the time of start-up\*

**LABOR REIMBURSEMENT WILL NOT BE EXTENDED PAST 1 YEAR FROM DATE OF PURCHASE FOR ANY REASON OR DEFECT.**

WARRANTY REIMBURSEMENT CLAIMS MUST BE SUBMITTED WITHIN 2 WEEKS OF COMPLETION OF SERVICE.