



# Dealer Handbook

Effective January 1st 2019

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## ORDER PROCESSING

All orders must be in writing by a MHD direct buying customer and faxed to the customer service department at 303-216-1001 or e-mailed to your customer service representative at [sales@majestichearth.com](mailto:sales@majestichearth.com). We will **not** be held responsible for incorrectly shipped orders on verbal telephone orders.

The following information is required to process an order:

- Customer bill to address
- Ship to address
- Item number, description and required quantities of all items ordered
- Purchase order number
- Any special delivery instructions
- Bid or quote number if applicable
- Contact name and telephone number

### **ORDER ACKNOWLEDGEMENTS**

Orders will be processed within 24 hours. Order acknowledgements will be e-mailed to you once the order is processed. If we do not have your e-mail address on file. Acknowledgements can be faxed upon request. If you have not received an order acknowledgement within 24 hours, please contact Customer Service to ensure that your order was received and processed. Acknowledgements are sent from the following e-mail address: [sales@majestichearth.com](mailto:sales@majestichearth.com). Please save this email address to your contacts to ensure the acknowledgement is not marked as spam.

Please review and verify your order upon receipt. *You must notify us within 24 hours of any errors or discrepancies with regard to your order, including but not limited to model number, quantity, shipment location, and preferred freight method.*

To inquire about the status of your order, pricing, or item availability, contact Customer Service at [sales@majestichearth.com](mailto:sales@majestichearth.com) or call 303-216-0999. Please refer to the confirmation order number or your purchase order number to assist us in locating your order. The confirmation order number is located in the top right corner of the order acknowledgement. Availability quotes are estimates at time of request and in no way guarantee stock availability at time of order.

### **SERVICE PARTS ORDERS**

Service parts orders (non-warranty) can be submitted on the same purchase order with finished goods and accessories however, service parts may ship separately.

### **ORDER CHANGES/RUSH ORDERS**

Modifications (additions, deletions or changes) must be received in writing within 24 hours of the initial order. Modifications to orders will be confirmed via e-mail or fax. Changes received after the 24 hour timeframe will affect shipping dates. If an order confirmation is not received, the order has not been changed and is considered active and shippable.

**For same day shipping requests, your order must be received by 10:00 a.m. MHD cannot guarantee same day shipping for orders received after 10:00 a.m.**

**ORDER CONSOLIDATION**

When feasible, Majestic Hearth will consolidate orders for shipping. However, we cannot guarantee your requests for consolidating shipments or that additions to orders will qualify for the MHD freight program. *Please note that each purchase order is considered a separate order and is subject to independent freight charges.*

**DISPUTE RESOLUTION**

If you feel you have an error on your invoice or credit memo or any other discrepancy with regard to pricing, returns, service, warranty, display, co-op, special program reimbursement or the like, *you must notify us in writing within 60 days of the date of the claim, order, invoice or credit memo* to resolve your concern. We cannot investigate or reconcile any disputes beyond a 60 day period.

**CUSTOMER SERVICE/INSIDE SALES CONTACT INFORMATION**

Phone: 303-216-0999 / 800-750-4005

Fax: 303-216-1001

**WARRANTY PROCESSING**

Warranty claims may be forwarded by email to [sales@majestichearth.com](mailto:sales@majestichearth.com) or by fax – (303) 216-1001

**TECHNICAL SUPPORT**

Technical support, product information, and part inquiries should be directed to the Technical Service department.

Phone: 303-216-0999 / 800-750-4005

E-mail: [tech@majestichearth.com](mailto:tech@majestichearth.com)

Fax: 303-216-1001

Business hours for customer service, technical service and warranty departments are Monday through Friday, 8AM to 5:00PM Mountain Standard Time.

## RETURNS & CREDITS

It is the responsibility of the dealer to initiate a return or credit request. Proper written authorization must be obtained from Majestic Hearth before any item can be returned. Items returned without authorization will be refused and returned to the shipper on a freight collect basis. **Once an RA is issued, items must be returned within 30 days.**

### RETURNS ARE LIMITED TO THE FOLLOWING:

- Items shipped in error from MHD/factory
- Items over-shipped in error
- Freight damage (visible upon receipt)
- Concealed damage. PLEASE NOTE: Concealed damage claims will only be honored if the damage occurs between MHD and the direct buying dealer and is reported within 15 days of receipt of product. Damage which occurs between the dealer and the end user is the responsibility of the dealer. Please see the warranty program for complete details on concealed damage claims.

### SPECIAL ORDER PARTS

All parts ordered are “special order.” If a dealer wishes to cancel a parts order, MHD must also cancel parts with the manufacturer. If MHD is unable to cancel them, the dealer must accept the order. MHD will not accept any returns of “special order” shipped parts.

### CLAIMS PROCESSING

The following information is required when requesting a return authorization or credit request. All claims must be filed with Majestic Hearth within 24 hours of receipt of shipment.

- Sales order and invoice numbers
- Quantity and item numbers
- Reason for return or credit
- Copy of delivery receipt

Majestic Hearth has the right to deny any request not filed within 24 hours of receipt of shipment. Once the request has been approved, a return authorization (RA) form will be sent to the customer. The RA number must appear on the Bill of Lading. **DO NOT WRITE ON BOXES OR CARTONS.** Approved returns should be shipped freight collect by an MHD specified carrier to an MHD specified destination. **All returns must be received within 30 days of RA issue.** If we do not receive back the item(s) in question within that time, the RA is considered null and void.

**DAMAGE OR LOSS**

In order for us to provide you with excellent customer service and assurance of claims, you must follow the steps and procedures below upon receipt of goods at your location.

- All packages must be inspected before and during the unloading process.
- Validate each line item quantity noted on the packing slip to ensure it matches the physical quantity received
- Note shortages on the Bill of Lading before signing. Any discrepancies must be reported to the Customer Service Department within 24 hours. A copy of the delivery receipt must accompany the credit request.
- IF YOU SIGN FOR YOUR SHIPMENT COMPLETE AND CLEAR, WE WILL NOT BE ABLE TO HONOR YOUR CLAIM.
- If you have noticeable freight damage or suspect any damage, you should open and inspect units before the carrier leaves your facility. All damages must be noted on the Bill of Lading.
- Refusal of complete or partial shipments due to freight damage will be supported. Damages must be noted on the Bill of Lading at time of refusal. Contact MHD Customer Service immediately to obtain return authorization. Failure to obtain an RA will result in the refusal of delivery back to Majestic Hearth.

**SHIPPING DAMAGE RESPONSIBILITY**

Liability for loss or damage of all shipments passes from Majestic Hearth to the Dealer/Customer or consignee at the point of transfer. The “Point of Title Transfer” is when the initial freight carrier picks up the shipment from MHD or from a MHD vendor shipping direct on behalf of Majestic Hearth.

**FREIGHT CLAIMS**

As a convenience to our customers, MHD will submit claims for damages or shortages to the carrier under our current transportation contract, allowing for the utilization of all available resources (special tariffs, rates, charges, rules, etc.). Filing the claim through MHD will ensure proper payment from the carrier for the liability of goods damaged and MHD will issue any credits accordingly. In filing the claim, MHD does not accept any liability for the damage as indicated above.

Dealer/Customers may file the claim directly with the carrier and any loss from damages or shortages becomes the responsibility of the dealer/customer. Direct filing of the claim by the customer indemnifies MHD from any losses. Therefore, no credit will be issued and payment for the full invoiced amount is required. Please note: MHD cannot file claims on behalf of customers who utilize their own carriers.

We appreciate your cooperation. If you have any questions, please call Customer Service at (303) 216-0999 or 800-750-4005.

## FREIGHT PROGRAM

Because of constant rate increases from freight carriers, this program will be reviewed quarterly. MHD will give a minimum of 30 day notice of any increases to freight programs.

### COLORADO SHIPMENTS

Freight costs per qualifying order.

**(Rates based on MHD original delivery area)**

Order Value:	Freight Charge:
\$0–\$1,500	Full Freight - LTL or small package rates apply
\$1,500–\$2,500	\$55 Drop charge
\$2,500 - \$3,500	\$45 Drop charge
\$3,500 - \$5,000	\$35 Drop charge
\$5,000 & Over	Quoted prepaid/charge freight

### WYOMING

Pallet pricing – **Based on a minimum order of \$1500.00.**

Number of Pallets	Cost Per Pallet
1 <sup>st</sup> Pallet	\$75
2 <sup>nd</sup> Pallet	\$65
3 <sup>rd</sup> Pallet	\$55

***Freight program does not apply to liquidation or showroom orders.***

A re-delivery fee will be charged back to the customer on any order, regardless of original freight status, if the carrier must make more than one attempt at delivery due to the customer’s failure to provide special delivery requests or restrictions.

Any charges associated with accessorial items (e.g. lift gates, pallet jacks, etc.) are the responsibility of the customer regardless of the freight status. The charges will be added at the time of order entry and may vary based on the carrier and delivery location.

### **DROP SHIPMENTS**

Manufacturer’s will not ship directly to consumers OR drop ship units. There is a \$25 drop ship fee for service parts and accessories to dealers plus freight charges for Superior.

### **CUSTOMER SPECIFIED CARRIERS**

We are happy to ship using the LTL carrier of your choice if you are shipping 3rd party. Please provide the carrier’s details on your purchase order. All shipments are FOB dock, therefore, once the shipment leaves the MHD dock, it is the property of the customer. Please note that if you choose to utilize your own carrier and need to file a freight claim, you must do so with the carrier directly. MHD cannot file claims for damage with carriers with which we are not under contract. Any shipments which are considered incomplete upon delivery to the customer are the responsibility of the carrier and the

customer. MHD cannot intervene in instances where our shipping documentation substantiates a complete order was shipped.

**CUSTOMER PICK UP**

Requests for pick-ups must be submitted at least 1 hour in advance to MHD. The customer must inspect and sign for the order at the time of pick-up. No further claims for damages or shortages may be filed after pick-up.

**PLEASE NOTE**

Marketing item orders (literature, POP, merchandise, etc.) submitted with your product orders do not count toward MHD freight totals. These items may be shipped and billed separately from standard hearth and grill product orders. Freight charges are applied to these orders.



## SHOWROOM DISPLAY PROGRAM

Display programs vary for each manufacturer. Please see below for each manufacturer’s requirements.

### HEARTH & HOME TECHNOLOGIES

HHT recognizes that properly installed and finished showroom burning displays are extremely beneficial to the selling process. HHT’s In-Store Display Program is designed to offer dealers a display incentive on the recommended HHT products they burn in their showrooms.

#### **GUIDELINES**

Burning displays will be reimbursed at the following percentages (excludes venting):

- See recommended products below

Authorized Dealer Level	Display Percentage	
	Recommended Displays	Additional Displays
Authorized (Required # of displays: 1-2)	25%	15%
Gold (Required # of displays: 3-4)	50%	25%
Platinum (Required # of Displays: 5+)	60%	40%
Premier	75%	65%

- All static display for Gold and Platinum level dealers will be credited at 10%.
- SimpliFire Displays: Eligible for 10% display credit across all ADP levels.
- Outdoor Lifestyles Display percentage will match highest active ADP level.
- Venting: Not eligible for display discounts unless it is required power venting or heat management venting.
- Unite must be completely installed and burning.
- Installation labor charges, shipping and handling, venting and taxes will not be reimbursed.
- Product is required to remain on display for 36 months unless discontinued by HHT.
- Display claims must be submitted **within 90 days** of install date.

#### **MAJESTIC – RECOMMENDED DISPLAYS**

The following Majestic product series are recommended to be on display by ADP level. The recommended products within each series have been selected as they accurately represent the breadth of product offering in a showroom.

Gas Fireplaces	Gas Inserts	Wood Fireplaces
Marquis II Series	Ruby Series	Designer Series Wood
Echeclon II Series		Ashland Series
Meridian Series		Biltmore Series
Pearl II Series		
Quartz Series		
Mercury Series		
Jade Series		

**MAJESTIC – ADDITIONAL DISPLAYS**

The following Majestic products are considered additional displays and will be reimbursed at the lower display credit amount.

<b>Gas Fireplaces</b>	<b>Outdoor Lifestyles</b>	
Reveal	Palazzo Series	Montana Series
	Villa Gas Series	Castlewood
	Lanai	Villawood Series
	Twilight II	Twilight Modern

**VERMONT CASTINGS – RECOMMENDED DISPLAYS**

The following Vermont Castings products are recommended to be on display in any combination and will be reimbursed at the higher display credit amount based on ADP level. The recommended products have been selected as they accurately represent the breadth of the product offering in the showroom.

<b>Wood Stoves &amp; Inserts</b>		<b>Gas Stoves</b>
Encore Flexburn	Aspen	Radiance DV
Defiant Flexburn	Montpelier	Stardance DV
Intrepid II	Merrimack	Intrepid DV

**VERMONT CASTINGS – ADDITIONAL DISPLAYS**

The following products are considered additional displays and will be reimbursed at the lower display credit amount.

<b>Outdoor Lifestyles</b>	
Palazzo Series	Montana Series
Villa Gas Series	Castlewood
Lanai	Villawood Series
Twilight II	Twilight Modern

**REQUIRED DOCUMENTATION**

The following information is *required* for all display reimbursements.

1. **MHD** invoice number for all products claimed
2. Pictures of each display
3. Completed copy of the display request form

***Any claims submitted with incomplete or incorrect information will result in claim denial.***

Claims may be submitted via e-mail to [jbroumpton@majesticearth.com](mailto:jbroumpton@majesticearth.com) or by fax to (303) 216-1001

DIMPLEX**PROGRAM BENEFITS**

Opti-V, Opti-Myst, Builder Box/Built-in Firebox, Wall Mounts ..... 50% credit  
 Mantel Fireplace Package, Media Console Fireplace Package.....10%-25% credit

**REQUIRED DOCUMENTATION**

The following information is *required* for all display reimbursements.

1. **MHD** invoice number for all products claimed
2. Pictures of each display
3. Completed copy of the display request form

***Any claims submitted with incomplete or incorrect information will result in claim denial.***

**Claims may be submitted via e-mail to [jbroumpton@majestichearth.com](mailto:jbroumpton@majestichearth.com) or by fax to (303) 216-1001**

EMPIRE (AMERICAN HEARTH)

Live Burns must be ordered and installed between March 1 and December 31. Claims must be submitted by the following February 28<sup>th</sup>.

**GUIDELINES**

Hearth Products Live Burn Credits

- **Buy and Display 1 Unit:** Take **50% off** the first unit and up to two accessories
- **Buy and Display 2 Units:** Take **75% off** the second unit and up to two accessories. (Second unit must be of equal or lesser value (before accessories))
- **Buy and Display 3 Units:** Take **100% off** the third unit and up to two accessories. (Third unit must be of equal or lesser value than first and second units (before accessories))

For additional Live Burn displays please submit a separate 50/75/100 claim.

Products claimed in this program may not be claimed in other Empire programs. Serial numbers submitted for past claims are ineligible. The first two digits of the serial number must be within three years of the installed date. Units and Burners should remain on display for three years.

**REQUIRED DOCUMENTATION**

The following information is *required* for all display reimbursements.

1. **MHD** invoice number for all products claimed
2. Pictures of each display
3. Completed copy of the display request form

***Any claims submitted with incomplete or incorrect information will result in claim denial.***

**Claims may be submitted via e-mail to [jbroumpton@majestichearth.com](mailto:jbroumpton@majestichearth.com) or by fax to (303) 216-1001**

## SBI (OSBURN & VALCOURT)

### **GUIDELINES**

For burn credits to be honored, the following conditions must be met:

1. A picture of the unit burning in the dealer's showroom must be provided, along with the serial number of the unit. To be accepted, the picture must clearly show that the unit is burning in a showroom environment. The surrounding of the stove must therefore be clearly shown on the picture and must not be opened to interpretation. If not, the claim will be systematically refused.
2. The unit(s) must be burning from **October 1st to February 15th** of the following year. If this condition is not met, SBI reserves the right to invoice the dealer for the portion already reimbursed. This is to insure that SBI obtains the full benefit of having one of its units burning during the heating season. If a dealer wishes to start burning a unit earlier (ex: April), that's even better. However, the October 1st to February 15th time slot is mandatory.
3. The claim must be properly completed **before October 31st** and sent to MHD. If the claim is submitted after that date, SBI will submit the credit for the dealer at the same period of the following year.
4. Only current products are eligible.
5. There is a yearly **limit of two** burn claims per dealer showroom. One burn credit per serial number is authorized. Additional burn claims must be pre-authorized by a MHD representative.

Once a claim is approved, a check representing **50% of the dealer's net cost**, plus applicable taxes, will be sent directly to the dealer from SBI. **Claims will be treated after October 31st**, within approximately 20 days.

### **EXAMPLE**

A dealer burns an Osburn unit in its showroom that meets the burn program guidelines. The dealer's net cost for the unit, as evidenced by the invoice from the distributor, is \$1,600. The dealer can claim 50% of that amount (\$800). The dealer sends the claim to the distributor who authorizes it and forwards it to SBI. SBI will send a check to the dealer for \$800

### **REQUIRED DOCUMENTATION**

The following information is *required* for all display reimbursements.

1. **MHD** invoice number for all products claimed
2. Pictures of each display
3. Completed copy of the display request form

***Any claims submitted with incomplete or incorrect information will result in claim denial.***

**Claims may be submitted via e-mail to [jbroumpton@majesticearth.com](mailto:jbroumpton@majesticearth.com) or by fax to (303) 216-1001**

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## INNOVATIVE HEARTH PRODUCTS

### **PROGRAM BENEFITS**

IHP will provide credit for up to five permanently installed products with accessory displays per builder upgrade showroom based on the following:

- First, second, and third burning units... 50% credit
- Fourth and fifth burning units... 75% credit

### **PROGRAM GUIDELINES**

- Display any Superior brand fireplace product in your showroom. Qualified products include the appliance, accessories, and proprietary IHP venting. Static display may be available at 25% off allowable purchase price, but must have written approval from your MHD sales rep.
- Product must be permanently installed, operational for display purposes, and of current production products offered by MHD at time of install. No discontinued products will qualify for program.
- Display must be maintained and operational in the showroom for at least 12 months. Display models will not be replaced under this program, unless a significant change to design is made without prior written approval from the sales rep.
- Claim must be filed within 30 days of installation. Install must be within 60 days of purchase invoice date.
- Program subject to verification via random floor checks.

### **REQUIRED DOCUMENTATION**

The following information is *required* for all display reimbursements.

1. **MHD** invoice number for all products claimed
2. Pictures of each display
3. Completed copy of the display request form

***Any claims submitted with incomplete or incorrect information will result in claim denial.***

Claims may be submitted via e-mail to [jbroumpton@majestichearth.com](mailto:jbroumpton@majestichearth.com) or by fax to (303) 216-1001

## TWIN EAGLES:

### **PROGRAM BENEFITS**

To become a displaying dealer, dealer must dedicate a portion of their showroom space with Twin Eagles product consistent with like manufacturers. To receive a display discount, display items must remain in showroom for one year. If any display item is sold, the item must be replaced within two weeks at dealer pricing. If dealer elects not to replace item(s) they will be invoiced the difference between display discount and dealer cost, and agree to pay the invoice within 30 days of issue date.

- All displays..... 25% credit.

### **REQUIRED DOCUMENTATION**

The following information is *required* for all display reimbursements.

1. **MHD** invoice number for all products claimed
2. Pictures of each display
3. Picture of your storefront
4. Completed copy of the display request form

***Any claims submitted with incomplete or incorrect information will result in claim denial.***

**Claims may be submitted via e-mail to [jbroumpton@majesticearth.com](mailto:jbroumpton@majesticearth.com) or by fax to (303) 216-1001**

### **NEW DEALER DISPLAY LEASE PROGRAM**

New dealers may choose to lease their first display order.

If a dealer chooses option 1 or option 2 lease program, title to all products will be retained by MHD and cannot be sold, transferred, or consigned by dealer without prior written consent from MHD. All display items will remain property of MHD until paid in full.

#### **OPTION 1:**

*Display purchases of \$5,000 or more*

- 50% off MSRP 12 month lease program
- 35% of discount total due at time of shipping
- 65% of discounted total paid over 12 equal monthly payments

#### **OPTION 2:**

*Display purchases of \$4,999.99 or less*

- 50% off MSRP 6 month lease program
- 35% of discount total due at time of shipping
- 65% of total paid over 6 equal monthly payments

## PRIMO

### **PROGRAM BENEFITS**

Primo will credit back \$379 (Oval XL) or \$299 (Oval Large) as a burn unit (one per year).

### **PROGRAM GUIDELINES**

- Have a retail location
- Proof of purchase for four or more Primo Grills between January 1st and April 15th
- Use one grill as a burn unit and display three grills from March 1st – September 15th
- Provide photos of the burn unit, unit serial number, and the three units on display
- Provide documentation of advertised event

### **REQUIRED DOCUMENTATION**

The following information is *required* for all display reimbursements.

1. **MHD** invoice number for all products claimed
2. Pictures of each display
3. Completed copy of the display request form

***Any claims submitted with incomplete or incorrect information will result in claim denial.***

**Claims may be submitted via e-mail to [jbroumpton@majestichearth.com](mailto:jbroumpton@majestichearth.com) or by fax to (303) 216-1001**

## CO-OP ADVERTISING PROGRAM

### HEARTH & HOME TECHNOLOGIES:

#### **PROGRAM INTENT**

The purpose of the Cooperative Cost Share Program (Co-Op) is to assist our customers in building the local market demand for Hearth & Home Technologies (HHT) brands and products. Co-Op allowance will be allocated based on net purchases from the previous calendar year; the percentage will be tiered based on a customer's status in the Authorized Programs. Unused funds will not be rolled over to the following year.

#### **CO-OP FUND ALLOCATION**

Performance Level	Fund Allocation
Premier Dealer	4%
Platinum Dealer	3%
Gold Dealer	2%
Authorized Dealer	1%

#### **HOW CO-OP FUNDS ARE CALCULATED**

Co-Op fund allocation is calculated by multiplying your previous year's unit dollar sales (HHT fireplaces, inserts and stoves) by your performance level allocation percentage. Funds are available for use from January 1 – December 31 of a calendar year.

#### **CO-OP ADVERTISING DESIGN REQUIREMENTS**

- Must include a call to action for the target audience for all items listed in the advertising category
- Must feature one or more HHT brand logos
- Cannot feature any other manufacturers' brand logos or appliances; in addition, 50% of the space must be dedicated to HHT brand(s) or product(s)
- If a photo is used, must be a current HHT brand appliance
- Fees for creative development expenses are not eligible for reimbursement

#### **FOR ITEMS REQUIRING PRE-APPROVAL**

- Submit pre-approval form, proof and quote to [jbroumpton@majestichearth.com](mailto:jbroumpton@majestichearth.com).

#### **CO-OP CLAIM SUBMISSIONS**

- Submit within 45 days of invoice date
- Include copy of itemized invoice detailing expenses
- Include visual example for advertising items (i.e. attach photo, scanned image, etc.); do not mail
- Include a digital copy of TV ads
- Shipping & handling charges and taxes are not eligible for reimbursement



**CO-OP CLAIM REIMBURSEMENT**

Reimbursements are made in the form of a credit to your account. No deduction from specific merchandise invoices or debit memos will be accepted. If a claim exceeds available Co-Op fund balance, MHD will reimburse up to the remaining balance amount.

**CO-OP REIMBURSEMENT PERCENTAGES**

In an effort to drive the most effective usage of co-op funds to deliver maximum results, each category will receive a co-op reimbursement percentage based on the audience.

**CONSUMER AUDIENCE**

Category	Authorized	Gold	Platinum	Premier
Advertising – Billboard/Outdoor (Pre-approval required)	50%	50%	50%	50%
Advertising – Direct Mail	50%	50%	50%	50%
Advertising – PPC	50%	50%	50%	50%
Advertising – Newspaper	50%	50%	50%	50%
Advertising – Magazine	50%	50%	50%	50%
Advertising – Radio	50%	50%	50%	50%
Advertising – SEO	50%	50%	50%	50%
Advertising –Television (Pre-approval required)	50%	50%	50%	50%
Advertising – Vehicle Wraps (Pre-approval required)	50%	50%	50%	50%
Advertising – Web Banners	50%	50%	50%	50%
Advertising – Social Media	50%	50%	50%	50%
Association Memberships	25%	25%	25%	25%
Digital – Web Design	50%	50%	50%	50%
Events – Trade (Pre-approval required)	25%	25%	25%	25%
Items – Apparel	50%	50%	50%	50%
Items – Point of Sale	50%	50%	75%	100%
Training – Tech/Install	50%	50%	50%	50%

Please submit a co-op claim form and supporting materials by e-mail to [jbroumpton@majesticearth.com](mailto:jbroumpton@majesticearth.com) or by fax to 303-216-1001

## EMPIRE (AMERICAN HEARTH)

We are pleased to make available this 50-50 co-operative advertising program to help you promote and sell American Hearth products. Funds not claimed by February 28 of the following year expire on this date.

### **OVERVIEW**

Any Empire dealer is entitled to receive up to 2 percent of the total net dollars of regular priced American Hearth brand goods (excluding repair parts) shipped from January 1 through December 31 for advertising, provided the dealer spends an equal sum or more. Advertising expenditures must occur between January 1<sup>st</sup> and December 31<sup>st</sup>.

- MHD will credit the dealer's account at 50 percent.
- This co-op program is not retroactive, nor can any credits be carried to the following year.
- All co-op claims must be received by February 28<sup>th</sup> to qualify for payment. No credit whatsoever will be given on claims submitted after this date.
- Credit cannot be taken until credit memo is issued from MHD.

### **REQUIREMENTS**

- NEWSPAPER – One tear sheet accompanied by an invoice showing the newspaper, date of ad, size of ad, and total cost.
- RADIO AND TV - The invoice, station affidavit of performance, and copies of scripts.
- DIRECT MAIL - A copy of the mail piece, a printing invoice, and a circulation affidavit.
- WEB PAGES – Hard copy of website pages, by invoice showing total cost and URL.
- OTHER MEDIA – Requires prior approval. Submit claim with estimated costs (Quotes from supplier etc.). We will advise if additional substantiation is required.

### **SPECIAL INSTRUCTIONS**

- No competitive merchandise may be included in the same advertisement. If the American Hearth ad is within a larger storewide ad, the American Hearth section must be prominently featured.
- Radio and TV announcements must be exclusively American Hearth. No other merchandise may be included.
- Empire brand names must be prominently featured.
- Logo must not be altered – stretched, skewed, or re-colored.

**Please submit a co-op claim form and supporting materials by e-mail to [jbroumpton@majestichearth.com](mailto:jbroumpton@majestichearth.com) or by fax to 303-216-1001**

## SBI (OSBURN & VALCOURT)

### **OVERVIEW**

MHD will pay 50% of advertising made by dealers, not to exceed 2% of the dealer's purchases during the year. Advertising may take the form of newspaper ads, magazines, or flyers and must exclusively contain SBI's brands logo displayed prominently and without competing products within the ad space.

**Advertising funds available will be based on purchases from November 1st to October 31st of the current year.**

Advertising through the Yellow Pages, local phone directories, dealer web sites and newsletters does not qualify for Co-op advertising. Also, advertising expenses or other marketing actions, such as design fees, printing and/or distribution of buying guides do not qualify for co-op advertising. Advertising made with non-hearth items (such as pens, clothing, prices lists, product catalogs, etc.) do not qualify for co-op advertising unless they are pre-approved by a MHD sales representative.

### **GUIDELINES**

- Radio advertising is limited to \$500 per dealer, unless a higher limit for the campaign has been pre-approved by a MHD sales representative.
- Should the ad contain competing products, the amount allowed by MHD will be prorated based on each brand's exposure and MHD will pay 25% of the prorated amount.
- Dealers need to clearly have the Osburn, or any SBI brands' logo in their online products offer in order to be qualified for all related coop advertising programs. Online monitoring will be conducted regularly. A dealer who does not display on its web site the SBI brands it carries could be removed from the respective dealer locator.
- Dealers who do TV and radio ads have a yearly cap of \$500 per dealer, unless a higher limit has been pre-approved in writing by a MHD sales representative.
- Any Internet advertising plan must be sent to MHD for pre-approval.
- Claims must be accompanied by proof of advertising, such as copies of invoices and of advertising, and must be submitted to MHD before January 31st of the following year. Unused co-op advertising funds do not carry over to the following year.

**Please submit a co-op claim form and supporting materials by e-mail to [jbroumpton@majestichearth.com](mailto:jbroumpton@majestichearth.com) or by fax to 303-216-1001**

### **SBI MONTHLY PROMOS**

SBI has monthly promotions on its Osburn product line. Those promotions are strictly online and consist of mail-in rebates or free items. They are a great tool to generate interest with consumers looking at buying Osburn products. When a homeowner buys an Osburn product at a date that matches the promotion period, that homeowner can claim the mail-in rebate or free item directly on the Osburn web site. SBI will take care of the rest, including shipment of the free item directly to the consumer. The cost of those online promotions is absorbed 100% by SBI. All the dealer has to do is provide the homeowner with a bill of sale (invoice) clearly indicating the date of purchase and serial number of the unit. Homeowners have 60 days following the last day of the promotion to claim the free item or the mail-in

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rebate, so dealers have plenty of time to supply the information required. To help you advertize our monthly promotions in store, SBI has prepared a ready-to-print PDF, containing visual support for the current promotion of the month.

## INNOVATIVE HEARTH PRODUCTS

### **GUIDELINES**

These guidelines are provided to Majestic Hearth customers who sell products under the IHP brand, Superior®. It defines the requirements that advertising and promotions must meet in order to qualify for the Co-op Advertising Program credit from IHP. Your MHD Sales Rep can also provide advice on the effective use of the Co-op Advertising Program. IHP dealers are encouraged to use the advertising materials provided on IHPConnect.com.

- Fees for creative development expenses are not eligible for reimbursement
- IHP will not accept advertising with outdated logos or taglines. All advertising must meet the criteria set forth in the IHP's Graphic Standards Manual, the latest of which is available on IHPConnect.com.
- IHP dealers advertising must not place one dealer at an advantage over another by use of adjectives such as "first," "only," "highest-rated," "exclusive," "biggest," "best," and so forth.
- IHP dealers should never refer to themselves as "authorized" or "certified." They should refer to the dealership as an "independent" IHP dealer or use the statement, "Innovative Hearth Products Dealers and Distributors Include Independently Owned and Operated Businesses."
- IHP dealers may not reproduce any IHP brands, trademarks, logos, on any company checks, invoices, estimate forms, statements, purchase orders or anything else financial in nature.
- To fully qualify for Co-op Advertising funds, all advertising must solely promote IHP products. Advertising that mentions or displays competitive products and brands may be eligible for partial Co-op credit based on the percentage of exposure of the IHP products and logos, as determined by MHD.

### **CO-OP ADVERTISING ACCRUAL**

Co-op Advertising Program funds will accrue from all purchases made direct from MHD.

Funds accrue on an annual basis in January and are based on the total IHP purchases from the previous calendar year. Funds earned in January may be used throughout the calendar year. Any funds remaining on December 31st will be forfeited.

### **CO-OP CLAIMS**

Submit claims on an authorized MHD Co-op Advertising Claim Form. Include with your claim the appropriate supporting documentation. All paid invoices and required proof of advertising must be submitted and postmarked within 30 days of the event and/or purchase.

### **CO-OP ADVERTISING CREDITS**

Claims are not eligible for Co-op Advertising credit until payment has been made in full and the event has been completed. Upon receipt, MHD will audit the claim and backup information. If the claim is not complete, required information will be requested and the claim will be placed on hold. Incomplete claims will be held for no more than 30 days and if all required information is not received, the claim will expire and not be eligible for payment under this program.

50% of the claim qualifies for available Co-op Advertising credits. To receive credits, your account must be current and in good standing. Claim payments will be made in the form of a Credit Memo to your account. All claims will be paid based on available Co-op Advertising funds in your account. Claims exceeding Co-op Advertising account balance at the time of submission will only receive a credit equal to the total available funds and considered paid in full. Prior written approval for marketing is required for any exception; please contact a MHD representative for more information.

## **CO-OP ADVERTISING DETAILS**

### **Print Ads**

Print ads in newspapers, magazines, local bulletins, etc., must display one of the approved IHP brand logos approximately equal in size to the dealer's logo or name. IHP brand logos appearing on service trucks, uniforms, products, etc., within the ad are not considered sufficient brand name identification. Submit a claim and a dated tear sheet (showing date of publication) for each day the ad ran, along with the media invoice.

### **Radio/Television**

Dealers can produce their own radio and television scripts to meet the needs for their local market but must include the following: one of the approved IHP brands must be mentioned in the commercial ad an equal number of times as the dealer and a minimum of two times per ad. Scripts can be submitted to MHD for approval prior to running the ad to insure the ad qualifies for Co-op Advertising. Submit a Co-op claim form after the ad has been published or aired along with a notarized copy of the script, the media invoice and a screen capture printout (Television ads only).

### **Internet/Online**

Banner ads and other online advertising programs follow similar guidelines as print ads. All Internet ads must display one of the approved IHP brand logos approximately equal in size to the dealer's logo or name. IHP brand logos appearing on service trucks, uniforms, products, etc., within the ad are not considered sufficient brand name identification. Submit a claim and a screen capture (showing the entire ad and date of publication) for each day the ad ran, along with the media invoice. Programs related to search engine optimization (SEO) are not covered under the Co-op Advertising program.

### **Clothing/Logo Apparel**

Various types of branded shirts and jackets are available on IHPConnect.com. All clothing and logo apparel, such as backpacks, must have an IHP approved logo prominently displayed. Shirts and jackets should have the IHP approved logo prominently displayed on the front left chest area of the garment. One additional company logo can be added to the right sleeve or the top center of the back of the garment (not to exceed the size of the IHP approved logo). Claims must include a picture of the item along with the paid purchase invoice.

### **Home Show/Fair**

Booth must display at least 50% IHP products and claims can be made for up to 50% of the portion of the booth that is dedicated to IHP products. After the show dates, submit a claim form, a photograph of

the entire booth and a copy of the booth space invoice. The only allowable expense is for booth space. Other items such as carpet, electrical, etc. will not be paid under the Co-op Advertising program.

**Please submit a co-op claim form and supporting materials by e-mail to [jbroumpton@majesticearth.com](mailto:jbroumpton@majesticearth.com) or by fax to 303-216-1001**

#### TWIN EAGLES

A 2% Co-op fund is available for any advertising or promotion that includes Twin Eagles logo and/or product images. Upon proof of event Twin Eagles will credit 50% of their portion against Co-op Fund. Co-op fund can be used any time during the year provided there are funds established.

**Please submit a co-op claim form and supporting materials by e-mail to [jbroumpton@majesticearth.com](mailto:jbroumpton@majesticearth.com) or by fax to 303-216-1001**

## PRIMO

### **OVERVIEW**

Primo will credit up to 50% of your advertising expenditures. The total expense cannot be more than the set percentage of your net purchases within the calendar year.

### **ADVERTISING GUIDELINES FOR ALL MEDIA**

- Submit all invoices/paperwork with a completed co-op form.
- All current year claims must be submitted no later than January 31 of the following year.
- No competing ceramic grill may be mentioned or displayed in any advertising.
- Only use the current Primo Ceramic Grills logo and all mentions of Primo must be “Primo Ceramic Grills” for print, digital, and audio advertising.
- **Use of the discontinued “Primo Grills and Smokers” logo and references of “Primo Grills and Smokers,” “Primo Grills,” and “Primo” do not qualify as a mention.**

### **GUIDELINES BY MEDIA AND TYPE**

#### **Print Ad**

Display the Primo logo and a minimum of one Primo grill model. Submit a copy of the ad, invoice and completed Co-op Form.

#### **Direct Mail**

Display the Primo logo and a minimum of one Primo grill model. Submit a print sample, invoice and completed Co-op Form.

#### **TV**

*30-sec TV ads:* “Primo Ceramic Grills” must be mentioned 2X in the audio portion and the Primo Ceramic Grills Logo must be displayed 1X for a minimum of three seconds.

*60-sec TV ads:* “Primo Ceramic Grills” must be mentioned 4X in the audio portion and the Primo Ceramic Grills logo must be displayed at least 1X for five seconds. Submit a copy of the script, a printed screen shot of the Primo logo in the commercial, invoice and completed Co-op Form.

#### **Radio**

“Primo Ceramic Grills” must be mentioned a minimum of 2x in a 30-second spot, and 4x in a 60-second spot. Submit a copy of the script, invoice and completed Co-op Form.

#### **Online Banners and Ads**

Display the Primo logo and a minimum of one Primo grill model. Submit a printed copy of the ad, invoice and completed Co-op Form.

#### **Online Pay-Per-Click Ads**

“Primo Ceramic Grills” must be used at least once in either the headline or descriptive text. The web link must be a direct link to Primo products and not a general link to a website. Submit a printed copy of the ad, invoice and completed Co-op Form.



**Apparel**

Primo logo with tagline must be used and prominently displayed on the front. The dealer's business logo may be displayed. No other company logos may be displayed. Submit a photo of apparel, invoice and completed Co-op Form.

**Events**

Events include local festivals and BBQ competitions. Primo must be the only grill used and product displayed. Submit two photos of the booth, invoice and completed Co-op Form.

**Vehicle/Trailer Wraps**

Prominently display the Primo logo and a minimum of one Primo grill model. If other grill or company logos and information are included in the wrap, a proportional credit will be determined by Primo Marketing. Contact MHD at [jbroumpton@majesticearth.com](mailto:jbroumpton@majesticearth.com) for pre-approval. Submit photos of all sides of wrap, invoice and completed Co-op Form.

**Non-Qualifying Advertising Expenses**

Graphic design services, mailing services, postage, or other advertising and promotional costs not expressly permitted.

**COOKING DEMONSTRATIONS**

Performing a cooking demonstration is one of the best ways to generate Primo sales. Primo Dealers who regularly demonstrate the grill during the grilling season and on high traffic days have proven to be our most successful dealers. It allows your customers to see a Primo being used, and to smell and taste the superior flavor of the food. It also gives your employee an opportunity to communicate the features and benefits of the Primo Oval Design over other round ceramic grills, metal gas grills and briquette charcoal grills in a non-pressure environment. Offering special pricing with free delivery and set-up during the cooking demonstration is an added way to motivate sales.

**Guidelines:**

- Recommended: Go to the Primo Dealer Portal and complete the "Post Your Event" form 30 days in advance of each cooking demonstration, so Primo can promote it on their website and social media channels.
- Primo must be the only grill used, displayed and promoted at cooking demonstrations.
- Cooking demonstrations must take place (7) seven days apart.
- 50% of the demo "food only" expenses are eligible with a maximum of \$75 per event.
- After the cooking demo, submit your receipt or receipts (food only), a photo of the cooking demonstration, fill out the Cooking Demo Form and submit everything to your MHD for credit.

**Please submit a co-op claim form and supporting materials by e-mail to [jbroumpton@majesticearth.com](mailto:jbroumpton@majesticearth.com) or by fax to 303-216-1001**

## WARRANTY PROGRAM

Please send warranty claim forms and corresponding documents (outlined below) to [sales@majestichearth.com](mailto:sales@majestichearth.com)

### HEARTH & HOME TECHNOLOGIES:

\*See owner's manual for complete warranty information\*

#### **STATEMENT OF POLICY**

Hearth & Home Technologies (HHT) warrants its products for component failure and defects in materials or workmanship per the terms of the warranty supplied with the product. No HHT consumer should bear cost of warranty service or costs incurred while servicing warranty claims (i.e. travel, gas, mileage, etc.) when the service is performed within the terms of the consumer warranty. Dealers are required to service all products they sell, regardless of where the product is installed. All dealers shall honor HHT 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, but not limited to, log placement, air shutter adjustment, gas pressure, draft, or venting should be included in start-up. Such procedures are not covered by the warranty.

#### **WARRANTY PERIOD**

Warranty coverage for consumers begins at the date of installation. In the case of new home construction, warranty coverage begins on the date of first occupancy of the dwelling or six months after the sale of the product by an independent, authorized HHT dealer, whichever occurs earlier. However, the warranty shall commence no later than 24 months following the date of product shipment from HHT, regardless of the installation or occupancy date.

#### **WARRANTY LABOR REIMBURSEMENT TERMS**

A flat rate of \$55 will be paid for labor and mileage to conduct warranty service calls. Premier dealers are eligible for a \$65 reimbursement rate once each installation and service technician at the company has completed all applicable Factory Service & Installation Training.

- “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 MHD 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 models - With the exception of Outdoor Lifestyle products, the remaining warranty on a display unit is transferable to the first homeowner. For static displays, the warranty period begins as outlined above. For burning displays, the warranty period begins on the date the product was initially installed in the showroom. HHT does not extend the warranty for Outdoor Lifestyle showroom displays. Any additional warranty that is passed onto the homeowner is the sole responsibility of the selling dealer. HHT will recognize the full warranty period for burning

display units used for dealer shows, home shows, etc., which are burned for less than three (3) weeks.

- The flat rate applies for standard warranty service. Required field service notice repairs will be paid according to the program announcing such service.
- HHT does not pay additional mileage or travel expenses for warranty service work. This amount is factored into the flat rate.
- The flat rate is to help offset the dealer's costs to perform warranty service work. Since both HHT and the dealer profit from the sale of a product, both HHT and the dealer should share in the expenses to service the product. HHT supplies warranty parts at no charge and supplements labor with the \$55 rate.
- Warranty claims must be submitted within 60 days of service date
- Occasionally, you may be asked to submit photos for the claim for the following reasons:
  - Allow us to better understand the issue, resulting in quicker identification of root cause and solution
  - Allow us to submit to HHT's freight carrier for reimbursement

### **WARRANTY REPLACEMENT PARTS**

No-charge sales orders or credit will be applied at the dealer's discretion for warranty replacement parts. It is important that dealers check the appropriate box on the warranty claim form to designate a no-charge shipment or credit. Freight is prepaid for normal ground delivery only.

HHT 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 upon receipt of returned parts.

- MHD and HHT reserve the right to deny credit for parts, service labor and freight for parts determined not to be defective. Non-defective parts may be returned to the dealer at dealer expense
- 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

### **SERVICE PARTS PROGRAM**

The Service Parts Program provides dealers with a service parts list and net pricing for each brand, as well as the HHT guidelines for fulfilling service parts orders. On myhht.com, dealers can find the service parts and stock lists for each brand carried by entering unit information on the homepage "Product/Part Lookup" or through Order/Purchasing > View Distribution Center Stock.

The table below shows the policy for service parts available, along with guidelines explaining how HHT handles your requests for these parts and accessories:

<b>HHT Genuine Service Parts and Accessories</b>		
<b>Finished Products – Service Parts and Accessories Support Policy</b>		
	<b>Service Parts</b>	<b>Accessories</b>
<i>HHT Finished Good - Currently Active</i>	Current service parts/kits per the active finished good.	As offered in current Price Book (by brand, product)
<i>HHT Finished Good - Discontinued within last 10 years</i>	HHT offers service parts/kits to safely operate the unit per installation manual.	HHT offers “at least” one accessory that is required to safely operate the unit (i.e. front, blower)
<i>HHT Finished Good - Discontinued more than 10 years ago</i>	HHT will provide service parts/kits so long as HHT has the ability to manufacture or acquire the part. Price and lead times will be quoted by MHD.	Offer so long as HHT has the ability to manufacture or acquire the part. Price and lead time will be quoted by MHD.
<b>Lead Times – Service Parts</b>		
	<b>Service Parts</b>	
<i>“Stock” Parts</i>	Parts ship within 24 hours of receiving the order from: Mt. Pleasant/Regional Distribution Center (All Brands). Note: Stock parts lists can be found on myhht.com or in the installation manuals.	
<i>“Non-Stock” Parts</i>	MHD will provide quoted lead time by part.	

\*All service part orders will include standard shipping and handling charges.

EMPIRE (AMERICAN HEARTH)

\*See owner’s manual for complete warranty information\*

**VENTED FIREPLACE WARRANTY DETAIL – DV, MANTIS, AND B-VENT**

<b>Direct-Vent Fireplaces, Inserts and Cast Iron Stoves</b>	
Factory-Installed Glass	Limited Lifetime Parts Warranty
Combustion Chamber and Heat Exchanger	Limited Ten-Year Parts Warranty
All Other Components (Except Remote Controls, Thermostats)	Limited Three-Year Parts Warranty
Remote Controls, Thermostats, Lights, Accessories, and Replacement Parts	Limited One-Year Parts Warranty

<b>Specialty DV Fireplaces – Chateau, Boulevard, True Flame, and Portrait Style</b>	
Combustion Chamber, Heat Exchanger, and Factory-Installed Glass	Limited Lifetime Parts Warranty
All Other Components (Except Below)	Limited Three-Year Parts Warranty
Remote Controls, Thermostats, Lights, Accessories, and Replacement Parts	Limited One-Year Parts Warranty

***Direct-Vent Fireplaces, Inserts and Cast Iron Stoves –***

Models: DVCT(36,40)CFP95, DVL(25,33)FP(32,72), DVLCX36FP72), DVLCX36SP93, DVD(32, 36, 42, 48)FP(30,31,34,50,51), DVP(36,42,48)FP(30,31,50,51,70,71,91), DVX(36, 42)FP(33,53,73,93), DVP36(PP, SP)32, DVCP36(PP, SP)(32,72), DVTT(36, 42)FP71, DVCD(32,36,42)FP(30,50), DVP(36,42)DP(31,51,71,91), DVX(36,42)DP(31,51,71,91),DVL(25, 33)IN(33,73), DV(25,33,35)IN33L, DVP30CA(F,W,B,M,S)

Empire Comfort Systems Inc. warrants this hearth product to be free from defects at the time of purchase and for the periods specified below. Hearth products must be installed by a qualified technician and must be maintained and operated safely, in accordance with the instructions in the owner’s manual. This warranty applies to the original purchaser only and is not transferable. All warranty repairs must be accomplished by a qualified gas appliance technician.

**Limited Lifetime Parts Warranty – Combustion Chamber, Heat Exchanger, and Factory-Installed Glass**

If the combustion chamber, heat exchanger (see parts list) or factory-installed glass fails because of defective workmanship or material, Empire will repair or replace at Empire’s option.

**Limited Three-Year Parts Warranty – All Other Components (Except Remote Controls, Thermostats, Lights, Accessories and Replacement Parts)**

Should any part fail because of defective workmanship or material within three years from the date of purchase, Empire will repair or replace at Empire’s option.

**Limited One-Year Parts Warranty – Remote Controls, Thermostats, Lights, Accessories, and Replacement Parts**

Should any remote control, thermostat, lighting system, accessory, or replacement part fail because of defective workmanship within one year from the date of purchase, Empire will repair or replace at Empire’s option.

**Specialty Direct-Vent Fireplaces – Chateau, Boulevard, Portrait Style -**

Models: DVLT(36,42)FP(all), DVTT(36,42)FP(all), DVLL41FP(all), DVTL41FP(all), DVLL27FP(all), DVTL27FP(all)

Empire Comfort Systems Inc. warranties this hearth product to be free from defects at the time of purchase and for the periods specified below. Hearth products must be installed by a qualified technician and must be maintained and operated safely, in accordance with the instructions in the owner’s manual. Empire will not warranty any Chateau, Boulevard, or Mantis fireplace that is not installed by the selling dealer or that dealer’s direct contract agents. This warranty applies to the original purchaser only and is not transferable. All warranty repairs must be accomplished by a qualified gas appliance technician.

**Limited Lifetime Parts Warranty – Combustion Chamber, Heat Exchanger, and Factory-Installed Glass**

If the combustion chamber, heat exchanger (see parts list) or factory-installed glass fails because of defective workmanship or material, Empire will repair or replace at Empire’s option.

**Limited Three-Year Parts Warranty – All Other Components (Except Remote Controls, Thermostats, Lights, Accessories and Replacement Parts)**

Should any part fail because of defective workmanship or material within three years from the date of purchase, Empire will repair or replace at Empire’s option.

**Limited One-Year Parts Warranty – Remote Controls, Thermostats, Lights, Accessories, and Replacement Parts**

Should any remote control, thermostat, lighting system, accessory, or replacement part fail because of defective workmanship within one year from the date of purchase, Empire will repair or replace at Empire’s option.

**OUTDOOR FIREPLACE AND BURNER WARRANTY DETAIL**

<b>Outdoor Fireplaces and Burners</b>	
All Components (Except Below)	Limited Five-Year Parts Warranty
Remote Controls, Lights, Accessories, and Replacement Parts	Limited One-Year Parts Warranty

**Outdoor Fireplaces and Burners –**

Models: OLI(24,30); OLR(24,30); OLX(24,30); ONI(24,30); ONR(24,30); OLP(36,42)FP; OP(32,36,42)FB; OP(36,42)FP, OLL(48, 60)(F,S)P

Empire Comfort Systems Inc. warranties this hearth product to be free from defects at the time of purchase and for the periods specified below. Hearth products must be installed by a qualified technician and must be maintained and operated safely, in accordance with the instructions in the owner’s manual. This warranty applies to the original purchaser only and is not transferable. All warranty repairs must be accomplished by a qualified gas appliance technician.

**Limited Five-Year Parts Warranty – All Components (Except Remote Controls, Accessories and Replacement Parts)**

Should any part fail because of defective workmanship or material within five years from the date of purchase, Empire will repair or replace at Empire's option.

**Limited One-Year Parts Warranty – Remote Controls, Lights, Accessories, and Replacement Parts**

Should any remote control, lighting system, accessory, or replacement part fail because of defective workmanship within one year from the date of purchase, Empire will repair or replace at Empire's option.

**Duties of the Owner**

The appliance must be installed by a qualified installer and operated in accordance with the instructions furnished with the appliance. A bill of sale, cancelled check, or payment record should be kept to verify purchase date and establish warranty period. Ready access to the appliance for service.

**What Is Not Covered**

- Damages that might result from the use, misuse, or improper installation of this appliance.
- Travel, diagnostic costs and freight charges on warranted parts to and from the factory.
- Claims that do not involve defective workmanship or materials.
- Unauthorized service or parts replacements.
- Removal and reinstallation cost.
- Inoperable due to improper or lack of maintenance.

**Service**

The installing dealer is responsible for providing service. Please provide the model number, serial number, type of gas, and purchase verification to initiate any warranted parts replacements. Empire will make replacement parts available at the factory. Shipping expenses are not covered.

## SBI (OSBURN & VALCOURT)

\*See owner's manual for complete warranty information\*

### **OVERVIEW**

The warranty of the manufacturer extends only to the original retail purchaser and is not transferable. This warranty covers brand new products only, which have not been altered, modified nor repaired since shipment from factory. Proof of purchase (dated bill of sale), model name and serial number must be supplied when making any warranty claim.

This warranty does not cover any scratch, corrosion, distortion, or discoloration. Any defect or damage caused by the use of unauthorized or other than original parts voids this warranty. An authorized qualified technician must perform the installation in accordance with the instructions supplied with this product and all local and national building codes. Any service call related to an improper installation is not covered by this warranty.

The manufacturer may require that defective products be returned or that digital pictures be provided to support the claim. Returned products are to be shipped prepaid to the manufacturer for investigation. Transportation fees to ship the product back to the purchaser will be paid by the manufacturer. Repair work covered by the warranty, executed at the purchaser's domicile by an authorized qualified technician requires the prior approval of the manufacturer. All parts and labor costs covered by this warranty are limited according to the tables below.

Labor cost and repair work to the account of the manufacturer are based on a predetermined rate schedule and must not exceed the wholesale price of the replacement part. Shall your unit or a components be defective, contact MHD immediately. To accelerate processing of your warranty claim, make sure to have on hand the following information when submitting claim:

- Name, address and telephone number
- Bill of sale and dealer's name
- Installation configuration
- Serial number and model name as indicated on the nameplate fixed to the back of your unit
- Nature of the defect and any relevant information.

Before shipping your unit or defective component to MHD, you must obtain a Return Authorization Number. Any merchandise shipped to MHD without authorization will be refused automatically and returned to sender.

### **OSBURN - PELLET WARRANTY**

This warranty applies to normal residential use only. Damages caused by misuse, abuse, improper installation, lack of maintenance, over firing, negligence or accident during transportation, power failures, downdrafts, venting problems or under-estimated heating area are not covered by this warranty. The recommended heated area for a given appliance is defined by the manufacturer as its capacity to maintain a minimum acceptable temperature considering that the space configuration and the presence of heat distribution systems have a significant impact in making heat circulation optimum.



The manufacturer, at its discretion, may decide to repair or replace any part or unit after inspection and investigation of the defect. The manufacturer may, at its discretion, fully discharge all obligations with respect to this warranty by refunding the wholesale price of any warranted but defective parts. The manufacturer shall, in no event, be responsible for any uncommon, indirect, consequential damages of any nature, which are in excess of the original purchase price of the product. A one-time replacement limit applies to all parts benefiting from lifetime coverage. This warranty applies to products purchased after June 1st, 2015.

DESCRIPTION	WARRANTY APPLICATION*	
	PARTS	LABOR
Combustion chamber (welds only**), heat exchanger (welds only**), and cast iron door frame.	Lifetime	5 years
Surrounds, heat shields, ash drawer, legs, pedestal, trims (aluminum extrusions), plating (defective manufacture**), and ceramic glass (thermal breakage only**).	Lifetime	N/A
Glass retainers, handle assembly, cleaning rod, air control mechanism, and auger	5 years	1 year
Removable stainless steel components, burn pot, deflectors, supports, and baffle.	5 years	N/A
Blowers, auger motor, PC board, igniter, heat sensors, rheostat, wiring, and other controls.	2 years	1 year
Paint (peeling**), gaskets, insulation, masonry-like panels**, ceramic logs**, and other options.	1 year	N/A
All parts replaced under the warranty.	90 days	N/A

\*Subject to limitations above \*\*Picture required

**OSBURN - GAS WARRANTY**

This warranty applies to normal residential use only. Damages caused by misuse, abuse, improper installation, lack of maintenance, over firing, negligence or accident during transportation, power failures, downdrafts, or venting problems are not covered by this warranty.

The manufacturer at its discretion may decide to repair or replace any part or unit after inspection and investigation of the defect. The manufacturer may, at its discretion, fully discharge all obligations with respect to this warranty by refunding the wholesale price of any warranted but defective parts. The manufacturer shall in no event be responsible for any special, indirect, consequential damages of any nature, which are in excess of the original purchase price of the product. A one-time replacement limit applies to all parts benefiting from a lifetime coverage. This warranty applies to products purchased after October 1st, 2011.

DESCRIPTION	WARRANTY APPLICATION	
	PARTS	LABOR
Combustion chamber (welds only), heat exchanger (welds only), castings, and ceramic glass (thermal breakage only*)	Lifetime	5 years
Plating* (defective manufacture) – subject to limitations above	Lifetime	N/A
Stainless steel firebox components, surrounds and heat shields, pedestal, and trims (aluminum extrusions).	7 years	5 years
Carbon steel firebox components, burner, glass retainers, and handle assembly.	5 years	3 years

Gas valve, pilot assembly & related parts, blowers, heat sensors, switches, rheostat, wiring, and other controls.	2 years	1 year
Paint (peeling), gaskets, insulation, ceramic logs, masonry-like panels, and ceramic fibre blankets.	1 year	N/A

\*pictures required

**OSBURN - WOOD WARRANTY**

This warranty applies to normal residential use only. Damages caused by misuse, abuse, improper installation, lack of maintenance, over firing, negligence or accident during transportation, power failures, downdrafts, venting problems or under-estimated heating area are not covered by this warranty. The recommended heated area for a given appliance is defined by the manufacturer as its capacity to maintain a minimum acceptable temperature in the designated area in case of a power failure.

The manufacturer, at its discretion, may decide to repair or replace any part or unit after inspection and investigation of the defect. The manufacturer may, at its discretion, fully discharge all obligations with respect to this warranty by refunding the wholesale price of any warranted but defective parts. The manufacturer shall, in no event, be responsible for any uncommon, indirect, consequential damages of any nature, which are in excess of the original purchase price of the product. A one-time replacement limit applies to all parts benefiting from lifetime coverage. This warranty applies to products purchased after June 1st, 2015.

DESCRIPTION	WARRANTY APPLICATION*	
	PARTS	LABOR
Combustion chamber (welds only) and cast iron door frame.	Lifetime	5 years
Ceramic glass (thermal breakage only**), plating (manufacturing defect**), and convector air-mate.	Lifetime	N/A
Surrounds, heat shields, ash drawer, steel legs, pedestal, trims (aluminum extrusions), C-Cast baffle**, vermiculite baffle**, secondary air tubes**, removable stainless steel combustion chamber, deflectors, and supports.	7 years	N/A
Handle assembly, glass retainers and air control mechanism.	5 years	3 years
Removable carbon steel combustion chamber components.	5 years	N/A
Standard and optional blower, heat sensors, switches, rheostat, wiring, and electronics.	2 years	1 year
Paint (peeling**), gaskets, insulation, ceramic fiber blankets, firebricks, and other options.	1 year	N/A
All parts replaced under the warranty.	90 days	N/A

\*Subject to limitations above \*\*Picture required

**VALCOURT – WOOD WARRANTY**

This warranty applies to normal residential use only. Damages caused by misuse, abuse, improper installation, lack of maintenance, over firing, negligence or accident during transportation, power failures, downdrafts, or venting problems are not covered by this warranty.

The manufacturer at its discretion may decide to repair or replace any part or unit after inspection and investigation of the defect. The manufacturer may, at its discretion, fully discharge all obligations with respect to this warranty by refunding the wholesale price of any warranted but defective parts. The manufacturer shall in no event be responsible for any special, indirect, consequential damages of any nature, which are in excess of the original purchase price of the product. A one-time replacement limit applies to all parts benefiting from a lifetime coverage. This warranty applies to products purchased after October 1st, 2011.

DESCRIPTION	WARRANTY APPLICATION	
	PARTS	LABOR
Combustion chamber (welds only), castings, convector air-mate, ceramic glass (thermal breakage only*), and secondary air tubes*.	Lifetime	4 years
Plating* (defective manufacture) – subject to limitations above.	Lifetime	N/A
Stainless steel firebox components, surrounds and heat shields, ash drawer, steel legs, pedestal, trims (aluminum extrusions), C-Cast baffle*, and vermiculite baffle*.	5 years	3 years
Carbon steel firebox components, glass retainers, and handle assembly	3 years	2 years
Blowers, heat sensors, switches, rheostat, wiring, and other controls	2 years	1 year
Paint (peeling), gaskets, insulation, firebrick, and ceramic fibre blankets.	1 year	N/A

\*pictures required

## INNOVATIVE HEARTH PRODUCTS

\*See owner's manual for complete warranty information\*

### **WARRANTY COVERAGE**

Innovative Hearth Products, Inc. ("IHP") reserves the right to change or modify these procedures at its sole discretion. IHP warrants title to the goods to those who purchase directly from IHP. Further obligations of IHP shall be limited to its limited warranty covering the product at the time of shipment. Accidental damage occurring during shipment is not covered under warranty. **IHP MAKES NO OTHER WARRANTIES OF ANY KIND WITH RESPECT TO THE GOODS AND ALL OTHER WARRANTIES EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE HEREBY EXCLUDED.** There are other limitations to warranty that are addressed in specific product warranty documents. Please refer to the pertinent warranty being covered. Unit installation date/serial number will determine which program covers said unit. The covered equipment and covered components are warranted from date of original unit installation.

### **WARRANTY REPLACEMENT OR CREDIT**

Innovative Hearth Products will replace free of charge or issue credit for parts failing within the time and conditions as specified in the Innovative Hearth Products warranty certificate issued with each LHP fireplace, stove, insert or log set. Replacement of whole units or gas log sets must be pre-approved by the LHP Warranty Manager. Submission of a claim is not a guarantee of credit. All claims are subject to review and may be denied based on policy guidelines.

### **REPLACEMENT PARTS**

If, during the Limited Warranty Period as set forth in the Innovative Hearth Products Warranty, a covered component fails because of a manufacturing defect, IHP will provide free of charge a replacement part. Due to continued product improvements in manufacturing and design, the original failed part may be replaced at LHP's sole discretion by a replacement part or kit of like quality or grade. **THE FURNISHING OF A REPLACEMENT PART UNDER THE TERMS OF THE IHP WARRANTY WILL APPLY TO THE ORIGINAL WARRANTY PERIOD ONLY AND NOT SERVE TO EXTEND SUCH PERIOD.**

### **REPLACEMENT PARTS WARRANTY PERIOD**

Parts purchased outright carry a limited warranty for 12 months from date of installation or 15 months from date part was shipped from IHP to the distributor or dealer, whichever comes first, unless otherwise specified in a specific product warranty. Parts, accessories and supplies which are purchased from Innovative Hearth Products but not manufactured by IHP or which are not components of an Innovative Hearth Products manufactured or supplied unit are covered by that manufacturer's warranty.

### **LABOR REIMBURSEMENT**

IHP will pay a standard rate to all servicing contractors for labor involved in removing, servicing or replacing parts. The standard labor rate will be paid per service call and not per part. All repairs must be made with authorized service parts. Labor reimbursement for more than the standard rate must be pre-approved by the Customer Services Director based on the amount requested and will be evaluated on a case-by-case basis.

**Standard Warranty Labor Rates\***

<b>Wood Burning Appliance</b>	\$45
<b>Gas Burning Appliance</b>	\$55
<b>Electric Appliance</b>	\$55
<b>Pellet Burning Appliance</b>	\$65

\*Subject to change at the discretion of Lennox Hearth Products

**INNOVATIVE HEARTH PRODUCTS WILL ONLY PROCESS THOSE WARRANTY CLAIMS IN WHICH A CLAIM FORM IS COMPLETELY FILLED OUT AND WHICH FOLLOWS THE PROCEDURE OUTLINED BELOW****SUBMITTING CLAIMS**

Warranty claims must be submitted with one part per claim. Gratis replacement parts or a credit to your account will only be granted after IHP has received and processed a properly completed claim form. If a credit is requested, the invoice or invoice number on which the replacement part was purchased must be provided with your claim form. In some cases photo documentation and a Product Condition and Performance Report may be requested by IHP. Any claims pending the receipt of requested information will remain unprocessed until the information is received and reviewed. If the information is not received within 30 days, the claim will be denied.

A properly completed warranty claim form must be received no later than 90 days after the failure date. Claims received after 90 days will be denied.

Claim forms must be filled out completely and accurately to be processed. Claim forms that are incomplete or have erroneous information will be denied pending the receipt of completed or corrected information from the dealer. Any denied warranty claim may be appealed up to 30 days from the date of notification.

Under this agreement, approved requests for gratis shipment of replacement parts will be shipped freight paid, FOB point of shipment. Otherwise, credit will be issued to the submitting customer's account.

**RETURNING FAILED PARTS**

Unless specifically requested, failed parts are not required to be returned.

All failed warranty parts must be held in your inventory, with a copy of the claim form attached, until credit or gratis replacement is received or for 60 days, whichever is greater.

**REQUIRED RETURN OF PARTS**

Innovative Hearth Products reserves the right to request the return of any part, at its sole discretion, should it be deemed necessary. In the event a request has been made for the return of a specific part or series of parts, no credit will be issued until Innovative Hearth Products has received and inspected the part(s).

**Parts involved in personal injury or equipment failures associated with fire, smoke, etc., must be held on behalf of Innovative Hearth Products indefinitely.**

**TWIN EAGLES**

\*See owner’s manual for complete warranty information\*

<b>Limited Lifetime Warranty</b>	Twin Eagles warrants the stainless steel main burners, hexagonal grates and all fabricated stainless steel components, to be free from defects in materials and workmanship under normal residential use for the lifetime of the product. This warranty excludes discoloration, surface scratches, weather and atmospheric related staining, and minor surface rust and oxidation which are normal conditions and are to be expected with any outdoor product. The actual part will be repaired or replaced, free of charge, with the owner paying for all other costs including labor, shipping and handling
<b>Limited Five Year Warranty</b>	Twin Eagles warrants the stainless steel briquette trays, sear zone burners, rotisserie burners and drip pans to be free from defects in materials and workmanship under normal residential use for a period of five years from the original date of purchase. The actual part will be repaired or replaced, free of charge, with the owner paying for all other costs including labor, shipping and handling.
<b>Limited Two Year Warranty</b>	Twin Eagles warrants all other grill components to be free from defects in materials and workmanship under normal residential use for a period of two years from the original date of purchase. The actual part will be repaired or replaced, free of charge, with the owner paying for all other costs including labor, shipping and handling.
<b>One-Year Full Warranty</b>	Twin Eagles warrants the outdoor gas grill and all other components to be free from defects in materials and workmanship under normal residential use for a period of one year from the original date of purchase. Twin Eagles will repair or replace parts found to be defective at no cost to the original purchaser. Warranty service must be performed by a Twin Eagles authorized representative during normal business hours.
<b>90 Day Residential Plus Warranty</b>	This warranty applies to applications where use of the product extends beyond normal residential use such as bed and breakfast inn and private clubs. The actual part will be repaired or replaced, free of charge, with the owner paying for all other costs including labor, shipping and handling. This warranty excludes all commercial locations such as restaurants and food service locations.

**WARRANTY LIMITATIONS & EXCLUSIONS**

This warranty shall apply only to the products purchased and located in the continental United States and Canada. Service must be provided in the country where the product is purchased. The warranty coverage begins on the original date of purchase and proof of date of purchase is required. To activate the warranty, we require that you send in the attached warranty registration card. This warranty applies only to the original purchaser and may not be transferred.

This warranty does not apply to damages resulting from negligence, alteration, misuse, abuse, accident, natural disaster, loss of electrical power to the product for any reason, improper installation or improper operation, unauthorized adjustments or calibrations, dings, dents, scratches, or damages due to harsh cleaning chemicals. This warranty does not apply to commercial use, or to products with altered or removed serial numbers. Display models are generally sold “as is” and are subject to the following warranty exclusions: missing components, scratches, dents and other exterior or cosmetic damages, electrical, gas and ignition system. All other warranties (five year and lifetime) will remain in effect). Twin Eagles and MHD shall not be liable for incidental, consequential, special or contingent damages resulting from its breach of this written warranty or any implied warranty.

**WARRANTY SERVICE & REPLACEMENT PARTS**

Submit a warranty claim form to MHD with the following information:

- Purchaser's name
- Model and serial number of the grill
- Date of purchase
- Accurate description of the problem.

Twin Eagles will not pay for service calls for correcting an installation problem. Owner shall be responsible for proper installation, providing normal care and maintenance, providing proof of purchase upon request and making the grill accessible for service. In the event of any warranty replacement, all removal, replacement, installation and shipping costs are the responsibility of the grill owner. Some states do not allow limitations on how long an implied warranty lasts, or the exclusions of or limitations on consequential damages. This warranty gives you specific legal rights and you may have other rights, which vary from state to state.

## PRIMO

\*See owner's manual for complete warranty information\*

Creative Ceramic Technologies, Inc. (CCT) warrants to the original purchaser of this Primo Ceramic Grill that it is free of defects in material and workmanship at the date of purchase for the following periods:

### Primo Ceramic Charcoal Grills

- Limited Lifetime Warranty Backed by a Twenty (20) year guarantee on all ceramic parts.
- Five (5) years on all metal parts (excluding cast-iron parts).
- One (1) year on all cast-iron parts.
- Thirty (30) days on thermometers and felt gaskets.

### Primo Oval G 420 Gas Grill

- Limited Lifetime Warranty Backed by a Twenty (20) year guarantee on all ceramic parts.
- Limited Lifetime Warranty on burners and gas valves.
- Five (5) years on all metal parts.
- One (1) year on the igniter.
- Thirty (30) days on thermometers and felt gaskets.

This warranty shall be limited to the repair or replacement of any part (s) which, under normal use, Primo determines, after reasonable examination, to be defective.

CCT makes every effort to use metal materials that are resistant to rust. Metal surfaces can be compromised by the elements, excessive moisture, salt, scratches and chemicals. This warranty does not cover rust, fading, surface blemishes and oxidation unless it causes the failure of the component and inhibits the use of the grill. Primo shall replace parts found defective as provided above with equivalent parts and shall ship such parts at the Purchaser's expense to the Purchaser's designated shipping address. The existing component must be properly disposed of upon receipt of the replacement warranty part. Failure to do so, or to provide or sell the existing component to a third party will void the warrantee's coverage for future warranty claims.

### **THIS LIMITED WARRANTY SHALL NOT COVER THE FOLLOWING:**

Any damage, failure, or operating difficulties caused by accident, abuse, misuse, alteration, misapplication, vandalism, improper installation or improper maintenance; cracks or chips in the exterior glazing after delivery to an authorized Primo dealer or distributor; damage or failure caused by tampering with or altering the original Primo design, except when directed or authorized by CCT; damage or failure caused by Purchaser's failure to follow federal, national, state, city or county building and fire codes.

TO THE MAXIMUM EXTENT PROVIDED BY STATE AND FEDERAL LAW, THIS LIMITED LIFETIME WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, AND SPECIFICALLY EXCLUDES THE FOLLOWING:

- WARRANTY TO ANYONE OTHER THAN THE ORIGINAL PURCHASER;
- WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE;



- ANY AND ALL LIABILITY FOR INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES, EXCEPT WHERE SUCH EXCLUSION IS EXPRESSLY PROHIBITED BY LAWS OF THE STATE OR THE ORIGINAL PURCHASER'S RESIDENCE.
- PRIMO PRODUCTS PURCHASED FROM UNAUTHORIZED RESELLERS SUCH AS EBAY, CRAIGSLIST OR ANY UNAUTHORIZED RESELLER OR THIRD PARTY.

### DIMPLEX

\*See owner's manual for complete warranty information\*

For Dimplex warranties, please contact the manufacturer directly at 1-888-346-7539.



## DISPLAY CLAIM FORM (FOR ALL MANUFACTURERS)

Claim forms **MUST** be submitted by the MHD direct buying customer **ONLY**. If you do not have a current, valid MHD account your claim will not be honored. Please utilize one form per display location. Claims must be filed within 60 days of installation. *All fields are required.*

Date: \_\_\_\_\_ MHD account number: \_\_\_\_\_

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This claim is filed for the live burn display(s) at the following retailer. (A separate form must be filed for each retailer location): Retailer Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip/Postal Code: \_\_\_\_\_

Contact: \_\_\_\_\_ Phone: \_\_\_\_\_

Date of installation: \_\_\_\_\_

MODEL NUMBER	MHD INVOICE	SERIAL NUMBER	COST*	AMOUNT
<b>CLAIM TOTAL:</b>				

Please email this form and a picture of your display to:

[Nbroumpton@majestichearth.com](mailto:Nbroumpton@majestichearth.com)

Claims submitted without appropriate documentation will be denied.

MHD reserves the right to make changes to the display program at any time without notice.



## CO-OP ADVERTISING CLAIM

Claim forms **MUST** be submitted by the Majestic Hearth Distributors direct buying customer **ONLY**. If you do not have a current, valid Majestic Hearth account, your claim will not be honored. *All fields are required.*

Date: \_\_\_\_\_ MHD Acct No.: \_\_\_\_\_

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This claim is filed on behalf of the following retailer (a separate form must be filed for each retailer):

Retailer Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip/Postal: \_\_\_\_\_

Contact: \_\_\_\_\_ Phone: \_\_\_\_\_

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### CO-OP CLAIM:

*Example:*

Advertising expense, booth space cost, promo invoice, etc.:	_____	\$2500
Percentage of ad space devoted to MHD Brand(s):	_____	25%
Subtotal (expense x percentage):	_____	\$625
<b>Amount of credit (Subtotal x 50%):</b>	_____	<b>\$312.50</b>

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Please submit claims via email to [nbroumpton@majestichearth.com](mailto:nbroumpton@majestichearth.com).

FOR MHD USE ONLY:

Approved: \_\_\_\_\_

Approved with changes: \_\_\_\_\_

Not approved: \_\_\_\_\_



# WARRANTY CLAIM FORM

Phone: 1-800-750-4005 Fax: 303-216-1001

Email: [sales@majestichearth.com](mailto:sales@majestichearth.com)

Account #: \_\_\_\_\_ Reference: \_\_\_\_\_

Date: \_\_\_\_\_

Account Name: \_\_\_\_\_

## SECTION 1:

### Bill To Information:

Address: \_\_\_\_\_

City, State: \_\_\_\_\_

Zip/PC: \_\_\_\_\_

Phone: \_\_\_\_\_

Fax: \_\_\_\_\_

Email: \_\_\_\_\_

Contact: \_\_\_\_\_

### Ship To Information:

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City, State: \_\_\_\_\_

Zip/PC: \_\_\_\_\_

Phone: \_\_\_\_\_

Contact: \_\_\_\_\_

## SECTION 2:

### Purchase Details (for the unit being serviced)

Model Name: \_\_\_\_\_

Model #: \_\_\_\_\_

Serial #: \_\_\_\_\_

Purchase Date: \_\_\_\_\_

Install Date: \_\_\_\_\_

Invoice/PO #: \_\_\_\_\_

### Description of Problem & Corrections made / Service Call

Service Date: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Indicate reason for claim:  Concealed Damage  Missing  Defective  Request Return

## SECTION 3:

Item #	Item Description	PO/Invoice #	Purchase Date	Qty	Price (ea)	Total Amt	Request Type	
							No Charge Replacement Part	Credit Only
							<input type="checkbox"/>	<input type="checkbox"/>
							<input type="checkbox"/>	<input type="checkbox"/>
							<input type="checkbox"/>	<input type="checkbox"/>
							<input type="checkbox"/>	<input type="checkbox"/>
							<input type="checkbox"/>	<input type="checkbox"/>
							<input type="checkbox"/>	<input type="checkbox"/>
							<input type="checkbox"/>	<input type="checkbox"/>
Labor Claim	Total Labor Claimed:				\$40.00		<input type="checkbox"/> Labor Claim	

Indicate Total Labor Amount on the line above.

Total: \_\_\_\_\_

## Supporting Documents - Attach your supporting documents to the email when submitting the form

Supporting Documents can be Digital Photos or scans that may assist MHD with processing the warranty claim.

Approved Filetypes: JPG., GIF., PNG.

### Office Use only

MHD Approval: \_\_\_\_\_

Date Received: \_\_\_\_\_

Comments: \_\_\_\_\_

Sales Approval: \_\_\_\_\_ \*May be required for concealed damage and/or unit returns.

