

General Information

General Policies **IMPORTANT — Please Read!**

Policies for LTL Freight 3RD Party Shipping

All orders should be placed by FAX with company Purchase Order. Back orders and special orders can take 10-17 days and will ship ASAP after received at warehouse. **IMPORTANT** -- When HBS ships a fireplace 3RD party, the freight bill goes to your company's corporate office. We ship via your company's carrier of choice. HBS **DOES NOT** pay or **charge** you for LTL freight. Your Transportation Manager receives the freight bill. It is therefore the CSR or Store Managers responsibility to charge your contractor or customer shipping fees. All DIRECT-VENT & WOOD BURNING fireplace orders shipped from HBS will leave from Cincinnati, OH 45203 or Medina, OH 44256. All VENT-FREE Orders will ship from Salem, OH 44460-9666. They will ship class 70 or class 92.5. Pallets that weigh 0-300 lbs will be a fixed price. Pallets that weigh 300-600 lbs. will be a set price also. If you call your transportation manager, he can supply you with the **exact shipping cost** once he gets the freight bill (this may take 2 weeks). Thank you for your corporation.

Shipping / Damage

When your merchandise arrives, via UPS or LTL Freight, please inspect the shipment very carefully with the driver who is required to wait 10-15 minutes while you make this inspection. (Pay particular attention to the FRONT FACE of the fireplace.) HBS LLC. (HBS) warehouse personnel take every precaution prior to shipping to ensure your merchandise arrives in good condition. We expertly package each product to protect it against normal hazards and we inspect all products before they are given to the carrier. However, damages do occur due to unforeseen circumstances.

Visible Damage

With the truck driver present, should you receive merchandise with any abnormalities such as: broken or open boxes, broken glass, or noticeable dents or scratches in the FRONT FACE of any firebox, note the abnormality to the driver immediately. Do not accept ANY of the merchandise on the palette that contains the damaged goods. Have the driver sign the Bill of Lading noting such damage and return the merchandise to its originator. At that point, the carrier will be 100% liable to HBS for the damage and HBS will file a claim with the carrier. Call HBS with your original Purchase Order number and we will supply you with a replacement order. Failure to follow these steps will result in a situation where you must file the claim against the carrier yourself.

Hidden Damage

(Damage found after the driver leaves and within 14 days of receipt.) If there is any hidden damage, notify your company's transportation manager and the carrier so that the carrier can send a representative to inspect the damage. (Note: Claims will be honored ONLY if the original packaging is with the unit.) The carrier will then reimburse your company's transportation department for the damaged items. Call and fax HBS with a NEW Purchase Order and we will send a duplicate shipment. Hidden damage claims must be filed within 14 days of the delivery date or the claim may not be honored. HBS Fireplace Supply is NOT responsible for hidden damage claims. Be sure to always check every order in the presence of the delivery driver.

Unless a shipper is specified, we will ship your goods the best and least expensive way possible.

Returned Goods Policy

For merchandise to be eligible for return, it must be: **free of damage, in its original packaging and never used.**

Before a Credit Memo will be issued, all returns will be inspected by HBS personnel to determine that the item can be resold. If in resale condition, a Credit Memo will be issued to your company's Accounts Payable Department. If not in resale condition, the return will be refused and the merchandise will be shipped back to you at your cost. Merchandise must be returned within 45 days of the date of the invoice. Shipping costs are your company's responsibility. All returns are subject to a 20% restocking fee.

Note: Flue pipe cannot be returned.

Suggested Retail Prices

These prices are used as a guideline to help you in determining your final selling price. Prices subject to change with 30 day notice. Any accounts past 30 days cannot ship and will incur late fees and finance charges no less than 18% annually.

Warranty Claims / Service Calls

Units requiring service during the warranty period: Parts and labor will be covered per warranty. Any service after the warranty period is the responsibility of the Owner. In both cases, any unit requiring service is the responsibility of the dealer who sold the unit to the end user and not the responsibility of HBS. HBS will work with the dealer to help qualify a local service or repair company and answer any questions they might have.

Heatilator Tech Service: 1-800-843-2848. Vanguard Tech Service: 1-866-672-6039. Lennox/Superior Tech Service: 1-866-216-0212.