



WARRANTY CLAIMS, WARRANTY RETURNS & RETURN TO STOCK PROCEDURES

7406 Route 98 • Arcade, NY 14009 • Phone (585) 492-2780 • Fax (585) 492-2785

FILING WARRANTY CLAIMS

The following manufacturers require use of their specific claim forms:

APR Industries
Dansons
Empire Comfort Systems
M & G DuraVent
Ravelli

All other claims can be completed using the Empire Distributing warranty claim form.

The warranty claim forms can be obtained in two ways.

1) You can contact Empire Distributing's Warranty Department and they will fax or email a copy of the claim form,

or

2) The claim forms can be found on the Empire Distributing Website in the Inferno*.

(*Note: If you do not have a log in to the Inferno, please contact: Sheri-le smrupp@empiredistributing.net).

Web address: <http://www.empiredistributing.net/dealerlogin.html>

The procedure to request warranty credit and return warranty parts is as follows:

1) Complete the appropriate warranty claim form in its entirety.

2) If replacement parts are needed for the repairs, please note this on the warranty claim form. If replacement parts have already been ordered, please include the purchase order, sales order or invoice number.

3) Fax or email the completed warranty form to Empire Distributing Warranty Department. Warranty claims are processed and filed with the manufacturers once a week.

Fax: 585-492-2785 Email: warranty@empiredistributing.net

4) Empire will issue an RMA for the parts listed on the warranty claim form if parts are required to be returned for testing and credit. RMA is to be included with the return for identification, please include the manufacturer's RMA if applicable.

- Empire will notify you if parts do not need to be returned, however, please hold onto the parts until the Credit Memo is issued.
- Once the Credit Memo is received, you can destroy the parts and dispose of them in the appropriate manner.

Important Note:

All warranty on products is the manufacturer's warranty. The proper forms must be used. If you have any questions, please contact Empire Distributing Warranty Department, these forms are also available on the Empire website in the Inferno.

NOT all manufacturers issue labor credits or cover shipping costs to return warranty items.

All manufacturers requiring returns reserve the right to test all items returned before a credit is issued. If a part is deemed non-defective, it will be returned to the dealer at the dealer's expense. If partial or altered parts are returned, the claim will be denied, and the item will be destroyed or returned to the dealer.

Removal of stoves, fireplaces, inserts, or outdoor product from a customer's home, or welding repairs done on a unit, must be pre-authorized by Empire Distributing or the manufacturer. The dealer **MUST** receive an authorization from Empire or the manufacturer before repairs are made. If this is not adhered, credit will **NOT** be issued. **NO EXCEPTIONS.**

Any stove, fireplace, or insert returned to the manufacturer must be securely fastened on a pallet with a box over it. Empire Distributing requires pictures of the stove, fireplace, or insert once it is attached securely to the pallet as well as once the unit is boxed and ready to ship back to the manufacturer. Once Empire has received the pictures and approved the packaging, Empire will make arrangements for the pick-up of the unit to go back to the manufacturer.

Empire Distributing will not be responsible for product lost or damaged. If this policy is not followed, the product will be disposed of and no credit will be issued. NO EXCEPTIONS.

RETURN TO STOCK ITEMS

- Dealer must e-mail or fax a "Return to Stock" Form, filled out with the part numbers, product description and the reason for the return to obtain an Empire RMA number. Including a copy of the Invoice or providing the Invoice number can expedite this credit. Pictures may be requested for authorization.
- Empire RMA's are processed once a week and will be faxed or emailed to dealers once approved.
- Any "**return to stock item**" is subject to Empire's inspection before credit is issued.
- All items returning to inventory are subject to a 25% restocking fee, which is determined upon inspection of the product.
- Products must be packaged in the original packaging. Products that have been opened, repackaged, packaging abused, packages written on, or missing/incomplete product will be denied credit and returned to the dealer at the dealer's expense.
- No returns will be allowed on special order items, discontinued product, or products purchased more than 6 months prior to the return date.
- Please include a copy of the Empire RMA with the product that you are returning for identification.
- Empire distributing does not cover shipping on returns, unless otherwise arranged

If you have any questions, please do not hesitate to contact Empire's Warranty Department for assistance, we are here to help.