

# Warranty & Return Policies

## Warranty

Real Flame® Company warrants Real Flame ventless fireplaces and accessories to be free from defects in parts and workmanship under normal use and service for a period of 90 days from the date of purchase. In the event of such defects Real Flame will, at its option, replace the defective product or refund the purchase price. The foregoing is the exclusive remedy and Real Flame disclaims all other warranties, including any implied warranty of merchantability or fitness for a particular purpose. In addition, Real Flame will not be responsible for consequential damages in excess of the purchase price of the product on which such liability is based. Electric fireplaces carry a one-year warranty on the electric firebox only.

## Return Policy

You may return your purchase within 90 days of receipt. No refunds will be issued for incomplete or unauthorized returns. All returned products must be 100% complete, adequately packaged in original packaging and in resalable condition. Products that have been assembled or modified will not be eligible for return. All items must be returned in their entirety, meaning all items included must be returned together. No returns or exchanges on discontinued items. Please begin the return process by contacting the store or company where you bought your Real Flame item.

## Replacement Parts

In the event that an item has been lost or damaged, either by the manufacturer or in shipping, you may request a replacement. Replacement parts are not available for all units and only given at Real Flame's discretion. We will assess any damage and find a solution, which could include shipping you a replacement. No replacements are available for discontinued items or repackaged (open box) products. Please call Real Flame Customer Service at 800-654-1704 for replacement parts before returning the damaged item. Please have the following information (which can be found in your instruction manual) ready before you call Customer Service.

- Model Number of Item
- 4-8 digit Part Number
- Lot Code Number
- Shipping Address
- A picture of the damaged item may be requested. Pictures should be sent to [custserv@realflame.com](mailto:custserv@realflame.com)

## Incorrect Order Received

If you received something other than what you ordered, please contact Real Flame Customer Service at 800-654-1704 within 48 hours of receiving the item.

Please refer to [www.Realflame.com](http://www.Realflame.com) for our complete return guidelines and policies.

Real Flame®  
7800 Northwestern Ave.  
Racine, WI 53403

Customer Service: 1-800-654-1704 in USA  
Service à la clientèle: 1-800-363-6443 in Canada  
[custserv@realflame.com](mailto:custserv@realflame.com)