



## Grand Canyon Gas Logs Statement of Policies

The following terms and conditions outline Grand Canyon Gas Logs (GCGL) policies and procedures with respect to Freight, Return, and Warranty Policies. The customer(s) are defined as GCGL's direct customers which include and are not limited to distributors, dealer and end users. The following terms apply to direct shipments from GCGL. Policies are written as a standard to follow in the event of an occurrence.

### **Freight Policy**

In order for GCGL to provide excellent customer service and assurance of claims, the customer must follow the steps and procedures below upon receipt of goods. GCGL ensures that products leaving our facility are in pristine condition. However, our liability ends upon acceptance by the carrier.

All packages must be inspected immediately after receipt. If there is any visible damage to the box, the customer **MUST** notate and/or refuse the shipment in its entirety in order to receive any credit or replacement. Contact your Customer Service Representative immediately to obtain return authorization (RMA). Failure to obtain an RMA will result in the refusal of delivery back to GCGL.

**PLEASE NOTE: If the product is accepted by the customer as complete and satisfactory, we will not be able to honor your claim.**

- All damaged freight requests must be processed through the dealer/distributor from which the product was purchased. The dealer/distributor will send requests for damaged freight to [customerservice@grandcanyongaslogs.com](mailto:customerservice@grandcanyongaslogs.com) along with the proper documentation.
  - Proper Documentation includes photographs of the damaged box, photographs of the damaged product, a copy of the original PO, and any paperwork for the delivery. Based on the documentation provided, customer service may request additional information prior to processing a damaged freight request.
- If freight damage occurs while shipping on the customer's account (ground or LTL), the dealer/distributor is responsible for filing their own freight claim. A new PO may be sent to GCGL Customer Service Department to replace the damaged part. The customer is responsible for the cost of the item and/or the freight depending on the agreed upon freight terms.
- All damages visible or concealed must be reported within **48 hours of delivery** to qualify for any freight claims. Concealed damage includes and is not limited to broken or damaged logs, broken or damaged valves, fillings, pilot assemblies, and/or any other items located inside a box. Outside of the **48-hour** window GCGL can not guarantee the claim will be processed.



## **Return Policy**

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

- If, for any reason, you are not completely satisfied with our product, you may return any item in its original condition within 30 days of receipt and we will gladly provide a refund, replacement, or exchange. Return requests (RMA) MUST be authorized by the GCGL Customer Service Department. Returns and/or exchanges are subject to freight charges/Restocking fees.
- All returns will be accepted as long as the product is unused, unopened, and in original manufacturer packaging. Products that have been opened and installed may be subject to fees above the 20% restocking standard up to 100% of the product value.
- Product deemed “special order” or “custom” are not eligible for return.
- Returns are subject to a 20% re-stocking fee, and will be applied upon receipt and inspection of the item(s).
- It is the responsibility of the dealer/distributor to return the product in the same new/undamaged condition in which it was received. If a return product is received damaged in shipping on the dealer/distributors account it will not be eligible for a credit.
- Items intended for indoor use that have been damaged due to weather will not be covered under manufacturer’s warranty, and are not eligible to be returned.

## **MAP Policy**

Grand Canyon Gas Logs Minimum Advertised Price (MAP) = MSRP or Grand Canyon Gas Logs published list price. This policy is strictly enforced and failure to abide by these rules will result in a hold on future shipments until the pricing is corrected. Repeated MAP violations will be handled on a case-by-case basis. However, violators could be required to cease the sales of all Grand Canyon Gas Logs products on ALL online platforms. For further clarification, please refer to the Grand Canyon Gas Logs MAP Policy document.

## **Warranty Policy**

GCGL manufactures its products to the highest quality and standards. We also employ industry technical professionals to handle technical requests, troubleshoot, and answer general product questions. Prior to submitting a warranty claim, the GCGL Technical Service Department MUST be contacted to diagnose and validate a faulty or defective part, unless written authorization has been provided giving a customer the authority to troubleshoot and diagnose products. The following is a detailed statement on the warranties of each of our components.



### **Refractory Logs**

- GCGL logs carry a lifetime warranty against any manufacturer defects or breakage as long as the products are installed indoors. Logs installed in an outdoor fireplace or outdoor fire-pits carry a (5) year warranty. This warranty does not cover color fading due to use. In the event a defect or breakage occurs, a replacement will be available to pick up from the dealer at which the log set was originally purchased or shipped directly to the customer if ordered online. This warranty does not cover breakage caused by excessive handling once installed and fired and does not cover improper installation. This warranty is limited to the original purchaser. Documentation of the purchase or installation date is required.

### **Fiber Products**

- Fiber products such as cannon balls, river stones, and fiber logs carry a 5-year warranty against any manufacturer defects or breakage as long as the products are installed indoors. Fiber Products carry a 2-year warranty when installed outside. This warranty does not cover color fading due to use. In the event a defect or breakage occurs, a replacement will be available to pick up from the dealer at which the log set was originally purchased or shipped directly to the customer if ordered online. This warranty does not cover breakage caused by excessive handling once installed and fired. This warranty is limited to the original purchaser. Documentation of the purchase or installation date is required.

### **GlowFire™ Logs**

- GlowFire™ Logs are manufactured with ceramic fiber and carry a lifetime warranty when installed indoors and a 2-year warranty when installed outdoors. The warranty covers any manufacturer defects or breakage as long as the products are installed correctly. This warranty does not cover color fading due to use. In the event a defect or breakage occurs, a replacement will be available to pick up from the dealer at which the log set was originally purchased or shipped directly to the customer if ordered online. This warranty does not cover breakage caused by excessive handling once installed and fired. This warranty is limited to the original purchaser. Documentation of the purchase or installation date is required



### **Domestic Standard Burners**

- GCGL burners carry a lifetime warranty against manufacturer defects or breakage as long as the appliance is installed indoors and by a professional installer. Black paint color, sheen or finish is not covered. Domestic burners installed ~~outside~~ outdoors carry a (1) year warranty. Burners ordered as ASM (Assembled Systems) have specific warranties for the burner and controls and are not covered as one “Burner” warranty. In the event a defect or breakage occurs, a replacement will be available to pick up from the dealer at which the burner or parts were originally purchased, or shipped directly to the customer if ordered online. This warranty does not cover breakage caused by excessive handling once installed and fired and does not cover improper installation. This warranty is limited to the original purchaser. Documentation of the purchase or installation date is required

### **Domestic Stainless-Steel Gas Log Burners**

- GCGL Stainless Steel burners (designated -SS) carry a lifetime warranty against manufacturer defects or breakage when installed indoors, in an outdoor fireplace, or in an outdoor type room (such as two, three, or three-season rooms), and by a professional installer. Stainless steel finishes will brown and age after burning. In the event a defect or breakage occurs, a replacement will be available to pick up from the dealer at which the burner or parts were originally purchased or shipped directly to the customer if ordered online. This warranty does not cover breakage caused by excessive handling once installed and fired and does not cover improper installation. This warranty is limited to the original purchaser. Documentation of the purchase or installation date is required

### **Athena Stainless-Steel Fire-Pit Burners**

- Athena Fireglass & Accessories fire-pit and fireplace burners carry a (5) year warranty against manufacturer defects or breakage when installed indoors, in an outdoor fireplace, or in an outdoor type room (such as two, three, or three-season rooms), and by a professional installer. The stainless steel finish will brown and age after burning. In the event a defect or breakage occurs, a replacement will be available to pick up from the dealer at which the burners and parts parts originally purchased or shipped directly to the customer if ordered online. This warranty does not cover breakage caused by excessive handling once installed and fired and does not cover improper installation. This warranty is limited to the original purchaser. Documentation of the purchase or installation date is required

### **Electrical and Valves**

- GCGL valves, pilot assemblies, and electrical components installed indoors carry a (2)



year warranty against breakage or defects from date of purchase, and must be installed by a certified professional gas installer. This warranty does not cover batteries. This warranty only applies when used with GCGL burners and logs. Electrical components installed outside carry a (1) year warranty. In the event a defect or breakage occurs, a replacement will be available to pick up from the dealer at which the parts were originally purchased or shipped directly to the customer if ordered online. This warranty does not cover breakage caused by excessive handling once installed and fired and does not cover improper installation. This warranty is limited to the original purchaser. Documentation of the purchase or installation date is required

### **Labor Credit**

- To apply for a labor credit for a warranty claim, the dealer/distributor must fill out a warranty claim form and provide proof of purchase along with an explanation of an issue. GCGL Customer Service team must be contacted to diagnose any problem with a valve, pilot, or remote. On an approved warranty claim a \$65 credit will be applied to the distributors account. GCGL does not pay plumbers or certified gas professionals directly. The credit is limited to a single occurrence and single trip.

### **Sooting**

- Sooting is a naturally occurring byproduct of carbon buildup on vented gas logs, resulting from log and flame impingement. Sooting does and will occur on vented gas logs, and the carbon will vent up the flue pipe. Vent-free or ventless gas log does not create any soot since the flames and logs do not touch. Sooting can be mitigated by proper log placement as well as the use of base media such as embers. Lack of embers or base media will lead to excessive sooting.