

Our policy regarding online sales

Before you consider purchasing a fireplace online, there are important facts that you need to know, information which online vendors may not readily divulge. Making the right decision at the time of purchase protects your investment, insures your family's safety and provides years of carefree enjoyment.

➤ Concerns

- ❖ Each home has unique heating, venting, and installation requirements. Only an authorized and certified dealer can analyse and determine your needs. When you purchase a fireplace online and have it installed by inexperienced workers, you may risk incurring hidden costs, or being faced with poor appliance efficiency, permanent damage, or even fire.
- ❖ Online vendors can very rarely offer any technical product support or service. They will most likely refer you to the manufacturer for any and all technical or warranty issues.
- ❖ Manufacturers invest much time and money in training their dealers and their service and installation staff. Supreme will not service or offer a warranty on a unit that has been purchased online as we cannot determine if the fireplace has been correctly installed or operated.
- ❖ Many local fireplace dealers will refuse to service a fireplace which was not purchased through them as they cannot and will not be held responsible for the initial installation.
- ❖ Any installation which is not done by certified installers may render your home owners insurance and liability to be null and void.
- ❖ When a fireplace is purchased online, there is no guarantee that all parts, venting material and requirement data, or even instructions will be provided.

➤ Solutions

- ❖ Only a certified Supreme dealer has the right to sell, service, and support your fireplace. Authorized dealers receive extensive training which enables them to analyse and foresee all of your installation needs, and execute them according to strict guidelines. This commitment guarantees the safety, performance, and enjoyment of your Supreme fireplace for years to come.
- ❖ No authorized Supreme dealer may conduct internet sales. Furthermore, they may not ship any Supreme product outside of their respective territory, insuring that you, the consumer, always have access to local, responsible trained technical support and service.
- ❖ For continued satisfaction and peace of mind, we suggest that you consult our Dealer Locator to find the nearest authorized Supreme dealer in your area.