

Terms and Conditions

We are constantly looking for ways to ease your decision to purchase your next product through us! We want you to feel confident that you made a wise decision and want you to have total satisfaction in your new purchase. As a result, to give you the ultimate peace of mind in purchasing from us and to maintain our high record of customer satisfaction, we are providing the following answers to some of the questions that you may have with regards to warranty work, returns of purchased items and general policies.

Warranties will not cover misuse, neglect, abuse or problems arising from incorrect installation or basic maintenance items. Also installation by anyone other than a qualified professional may void your factory warranty. All warranties are as stated by the manufactures (ask for details) unless otherwise noted. Generally manufacturer's warranties will cover all electrical and mechanical parts for your stove for a period of one year. In addition other aspect of the manufacturers warranty covers heat exchangers and the steel structure under "life time" coverage. GAS PRODUCTS CORP. will honor the manufacturers warranty as per their respective warranties of any unit we sell, excluding warehouse close-outs, for the full term of the manufacturer's specifications.

Policies and Procedures

Once your order has shipped, if for any reason you cannot accept delivery of said shipment, all re-delivery and/or storage fees will be the consumer's responsibility. Our chain of ownership ends (F.O.B.) Freight on bay, on the day your order is shipped. Such storage fees and/or re-delivery fees can be expensive. Please make sure if you instruct us to ship an item, you are ready for it. Once item has reached its destination all fees are irrevocable.

Special or custom order items are shipped F.O.B. (Freight on bay, non refundable and all shipping damage is the end purchaser's responsibility.)

Upon acceptance of you order, you have 72 hours in which to notify us of any missing parts or hidden damage. If you do not notify us within this time frame any future claim for said parts will be null and void. We implore you to thoroughly examine your order in full upon time of delivery and notify us immediately before accepting delivery if you notice any damage or missing parts.

Purchasing a product through us means that you have agreed to our policies and procedures page,"so as such upon accepting our terms and policies, and after you purchase a product from us, if your said unit has been shipped to you or is "IN TRANSIT", or has sustained slight shipping damage (We are not responsible for shipping damage. Although, we do guarantee you a usable product.) and you wish to cancel your order, you will be responsible(at our discretion) for any and all shipping fees and a 20% re-stock fee..."all electronic parts are non-returnable and all sales final... such as but not limited to ...control boards, thermostats.blowers,motors. Etc. etc." All special order parts are non-returnable. All sales on electrical parts and or units are final and non-refundable.

If you the consumer, need parts to repair damage and or correct, incorrect items...(Once these claims have been validated as legitimate) the replacement parts will be sent to you after a completed repair authorization form has been submitted to the customer service department. You may be charged for the said items. You will then have 15 days from the day you receive these items to send the incorrect/and or damaged items back to us. After that time period these parts(whether damaged, incorrect or not..) will not be returnable.... as our time frame to put in claims and or to restock these items will have expired...you will have no further recourse on the items" and will own them. Also, by providing us with your email address, you have acknowledged that this is your preferred method of receiving all confirmations and/or any business transactional information.

Any hidden shipping damage you discover after accepting the unit may also be covered by GAS PRODUCTS CORP. We will send any parts required should the need arise for a period of 72 hours after delivery. (at our discretion, should the parts exceed our internal formulas we reserve the right to have you repackage the product and ship it back to us.) We reserve the right to disallow your claim if any impropriety is detected.

We reserve the right to substitute with or without notice at our discretion in order to complete your purchase with similar products as needed. These items will always be of an equal or greater value.

Returns

If for any reason you are not fully satisfied with your purchase, you may return said item, unused and in original, re-saleable condition, in original packaging for a full refund for up to 15 days from day of receipt. Refunds are issued upon receipt of said item, at our warehouse, less any and all shipping charges (these shipping charges will be purchaser's sole responsibility.) There will also be a 20% restocking fee deducted from your refund amount. (Special orders are non returnable.

Technical Assistance

We will always be glad to offer assistance to you, should the need arise. Simply call us during our normal hours of operation or e-mail us at ray@gasproductscorp.com and a technician will be glad to answer any of your questions.

If you have a difficulty with your stove, please call our toll free number and have the following information available for our technical department: MODEL AND SERIAL NUMBER.