

RETURN & EXCHANGE POLICY

RETURN POLICY

If you receive damaged, defective, or not as ordered goods, you must notify Heatmaster, with proof of damage, within 2 days of delivery.

- An item cannot be returned due to a change of mind.
- An item cannot be returned more than 30 days after the date of receipt.
- All returnable items must be in resalable condition, must not have been installed, and must have the original packaging for the item.
- A 15% restocking fee of the invoice price will be charged.

You are responsible for all freight charges. However, you will be credited on all reasonable and customary freight charges relevant to that item if product is defective or the wrong item was shipped.

- To return a product, please complete the Return Authorisation (RF) Form. You can either fax or email the completed RF form to:
Email: sales@heatmaster.com.au
Fax: 03 9761 7134

Returns without RA will be refused and no credit will be issued.

- The original invoice issued will be used as proof of purchase
- Refunds will be issued using your original payment method

EXCHANGE POLICY

You can exchange an item within 30 days after the date of receipt.

It must be in resalable condition, must not have been installed, and must have the original packaging for the item. You are responsible for all freight charges. Restocking fee of 15% will apply.

Products which have been custom made, custom cut, custom processed or custom acquired cannot be exchanged.

WARRANTY – HEATMASTER OPEN WOOD FIRE

Heatmaster open wood fireplace warranty includes defects in material and workmanship for 10 years (3 years labour) from the date of purchase by the original purchaser, subject to the limitations below. Please keep your invoice as proof of date of purchase.

This warranty is only applicable where the product is used for its intended use, which is to add ambience, atmosphere and character to a home while providing warmth as a SECONDARY HEAT SOURCE. The Heatmaster open wood fires are NOT intended to operate as a slow combustion heater or be used as a sole source of heating.

This warranty does not cover damage or liability caused by / due to misuse, abuse, accidental or intentional acts by user, improper handling, unreasonable use, negligence, failure by end user to follow operating procedures outlined in the operating manual “hints and tips”, or use of accessories and/or attachments not specifically recommended.

This limited warranty covers the firebox only the log grate, ashtray, damper and flue components are covered for 12 months from date of purchase.

WARRANTY – HEATMASTER ENVIRO GAS UNIT

Heatmaster enviro warranty includes defects in material and workmanship for 10 years for the heat exchanger (one year free labour) and 2 years on all other parts* (one year free labour) from the date of purchase by the original purchaser. Please keep your invoice as proof of date of purchase.

This warranty does not cover damage or liability caused by / due to misuse, abuse, accidental or intentional acts by user, improper handling, unreasonable use, negligence, failure by end user to follow operating procedures outlined in the Customer Operating Manual, attempted repair by non-qualified professional, unauthorised repair, modification, or use of accessories and/or attachments. Please see your local dealer for an authorised serviceperson in your area.

****This warranty does not cover against accidental breakage of logs or glass; it does not cover logs, pebbles, coals, wire cages or any part which ordinary wear and tear may result in required replacement during warranty period. This warranty does not cover transportation cost or consumable items such as fuses.***

This limited warranty is void if the product’s original identification (trade mark, serial number, etc.) markings have been defaced, altered or removed or if product is not purchased from an authorised reseller.

WARRANTY – HEATMASTER SEAMLESS GAS UNIT

Heatmaster Seamless warranty includes defects in material and workmanship for 5 years for the heat exchanger (one year free labour) and 1 years on all other parts* (one year free labour) from the date of purchase by the original purchaser. Please keep your invoice as proof of date of purchase.

This warranty does not cover damage or liability caused by / due to misuse, abuse, accidental or intentional acts by user, improper handling, unreasonable use, negligence, failure by end user to follow operating procedures outlined in the Customer Operating Manual, attempted repair by non-qualified professional, unauthorised repair, modification, or use of accessories and/or attachments. Please see your local dealer for an authorised serviceperson in your area.

****This warranty does not cover against accidental breakage of logs, inner or outer glass; it does not cover logs or any part which ordinary wear and tear may result in required replacement during warranty period. This warranty does not cover transportation cost or consumable items such as fuses.***

This limited warranty is void if the product's original identification (trade mark, serial number, etc.) markings have been defaced, altered or removed or if product is not purchased from an authorised reseller.