



ARIZONA FIREPLACES

Warranty

Our warranty team has 30 years of experience and we want to use this to your benefit!

Once a problem pops up, we always recommended that you and/or your customer reach out to the manufacturer's technical support lines to identify the issue and receive any part numbers necessary for the product in question. Part numbers and serial numbers will be essential for success on these calls and throughout the entire warranty process. While we ask you to troubleshoot and gather the information needed to submit the warranty to the manufacturer, we also ask that you refrain from initiating a claim through them. Instead, submit the warranty claim via our web form and we'll submit it for you.

Since all warranties are manufacturer warranties with their own terms and conditions, deciding to submit a claim directly isn't the end of the world. It will largely inhibit our warranty team's ability to assist you throughout the process which is why we recommend letting us submit any claims on your behalf. We're here to support you and your customers and know the best practices to ensure the most expedited and transparent warranty process.

How do I start my warranty claim?

Warranty claims are initiated by completing our warranty claim web form. All fields on the form are requirements from the manufacturer and are considered essential information. Once submitted, the completed form is sent to our customer service team to process with Arizona Fireplaces' warranty department. If any missing or additional information is needed, our team will request it.

Warranty Claim Process

1. Reach out to the manufacturer's tech support to troubleshoot the issue and gather any applicable part numbers, case numbers, etc.
2. Complete and submit the warranty claim web form on our website with all required information.
3. Arizona Fireplaces' warranty team submits the claim to the manufacturer on your behalf and sends confirmation that it was sent.
4. Arizona Fireplaces provides any updates received from the manufacturer such as ETAs and tracking info.

How long does it take to get a replacement part?

Ultimately, lead times vary. This is especially true if items are on backorder. The manufacturer may dropship from their facility to the end customer, but if drop-shipping is unavailable the product will ship to the dealer or distributor. Warranty items that arrive at our warehouse will be sent out at our earliest availability.

Can I receive a new log set if I received one with a broken log?

In most cases, manufacturers offer individual log replacements so it's unlikely that you will need an entirely new log set. If there is visible damage to the product upon arrival, it is highly recommended that the receiver refuses the shipment. This will automatically change the nature of the issue from being warranty related to becoming freight related. The damaged product will need to be sent back to Arizona Fireplaces and our customer service team should be contacted immediately to get the product or a replacement log re-shipped and a freight claim started.

Should I have a licensed professional install my product?

Yes, we highly recommend using a licensed professional to install and service your product. Some manufacturers will void warranties and deny claims if the product was not installed by a licensed professional.

Can I submit a freight claim and a warranty claim on the same product?

No, a claim is either freight or warranty. If there is damage to the product (visible or concealed), it should always be filed as a freight claim within 48 hours of arrival at your facility. If it is a defective part, it will be a warranty issue. There are special exceptions based on the circumstances, but it is highly unlikely that a situation requires a freight and warranty claim simultaneously.