

# Policies and Terms

## Warranty Information

Our products are covered by the following warranty.

Warranty covers all components of our stoves, heaters, ovens to be free from defect in materials and workmanship for 6 months from the day of purchase (excluding finish). All accessories are covered for a full 30 days to be free of defect in materials and workmanship.

Within this period manufacturer will correct any defects by repairing or replacing defective parts of the equipment or making available the parts.

Manufacturer will not be obligated to repair or replace equipment which has been repaired by others, abused, altered, misused or overheated. Furthermore, manufacturer will not be held liable for any losses due to neglectful operation on the part of the purchaser. Upon the expiration of such warranty all such liability will terminate. No other warranties are expressed or implied. Returned merchandise will be accepted for repair or replacement only. Prior written approval and a return authorization number must be obtained. All returns must be shipped prepaid. Collect shipments will not be accepted.

To maintain the look of your stove we recommend cleaning the stove regularly and using high temperature paint to touch up stoves painted surfaces. Paint Finish is not covered by this limited warranty or any implied warranty.

## SHIPPING POLICY

QSTOVES offers fair shipping fees or free shipping for qualified orders to all of the contiguous United States, but may charge extra shipping fees for Alaska, Hawaii and other U.S. territories. This includes American Samoa, Guam, the Northern Mariana Islands, Puerto Rico, and the United States Virgin Islands. International orders is not accepted right now. Handling times at our warehouse is usually 1 - 3 business days. Transit times for domestic orders range from 1 to 5 business days for domestic orders. Unless specifically stated on product pages, all items sold are being shipped from the United States.

### Gift Shipping:

If you would like part of your order shipped to an alternate address, please provide the alternate address in the order notes along with which items you would like shipped separately.

### Return Policy

QSTOVES gladly accepts returns of any unused products within 30 days from date of purchase for no hassle refund or exchanged. We will not accept returns after 30 days. If an item becomes defective after 30 days, the product warranty will be enforced.

All shipping charges for returned merchandise are the responsibility of the customer. Credits will be placed on the credit card used for the original purchases. Allow two to three billing cycles for the credit to appear on your statement.

Returns with no receipt must reference the original order number. You will need a return goods authorization number (RGA or call TAG). You can contact us for one, by email or via our toll-free customer service line at 1-425-698-1328.

Be sure all the return criteria mentioned above are met. Please write the RGA# on the outside of the package and include a copy of your invoice. Returns without an RGA# on the outside of the package will be refused and returned to you.

QSTOVES is not responsible for shipping on returns. Shipping charges must be paid by you. Collect shipments will be refused. Shipping charges will only be refunded in two instances: error on our part or damages incurred during shipping. Please insure the product for its full value (if any damage or loss occurs during shipping on returns, we cannot assume liability).

Sales are final on special closeout item orders.