

Guarantee

At The Fireplace Factory, we're not interested in just selling you a fireplace or stove. Our business is all about honesty and integrity. Our reputation and your recommendation are worth a lot more than a single sale. We want nothing more than to help you Relax & Be Cozy!



Money Back Guarantee

After your hearth product is installed (excludes fireplaces), if for any reason, within 60 days from the date of installation, you're not completely satisfied with your new product, The Fireplace Factory will refund the purchase price of your new product (less the original installation fee). The Fireplace Factory will remove the product at no charge, but any construction costs to repair the home is the customer's responsibility, including repairing any holes left in the roof or any walls, fixing walls, floors, etc.

Exchange Privilege

Within the first 6 months after installation of your hearth product (excludes fireplaces), if you decide you want a different product for any reason, The Fireplace Factory will give you full credit of your original purchase price (less the original installation fee) towards the purchase of a different model of equal or greater value. The Fireplace Factory will also install the new product for 50% of the normal installation fee. This exchange privilege can be used one time within the first 6 months.

Free Move

Within 12 months of owning your new hearth product (excluding fireplaces), if for any reason you need your new product moved from its original location, The Fireplace Factory will provide you with one free move anywhere within Nassau or Suffolk Counties. This includes removal of the product, and transportation to the new location. This does not include installation in the new location.



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