



An Industry Best Warranty One to Five Year Warranty (depending on product)

Our warranty covers parts and in-home service, so you don't need to worry about removing the fireplace and sending it in - we'll send someone to your site to take care of it for you. For commercial installations like retail or hospitality, this means minimal interruption which is so important to your business. The extended warranty covers purchases back to June 1, 2019 (with proof of purchase).

Dealer is to contact Dimplex Customer Service directly. www.dimplex.com

- Dimplex Customer Service will troubleshoot and determine resolution
 1. First option – will send parts/service to consumer's home or the dealer
 2. If parts/service will not resolve issue, Customer Service rep will recommend replacement and will provide authorization/confirmation # (INC#) and refer consumer to point of purchase to request replacement. Consumer to provide INC # to dealer when requesting replacement.