



# Frequently Asked Questions

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## **1. Do you install products that you sell?**

Yes! We employ full-time certified installers that install all products that we sell.

## **2. Do you service what you sell?**

Yes! We have full-time service technicians that service what we sell.

## **3. Do you service what you don't sell?**

Yes! Our full-time technicians will service products that we do not sell. However, customers who purchase products from Hearth Fireplace Depot may get priority if there is an emergency call.

## **4. Why should we purchase from Hearth Fireplace Depot?**

At Hearth Fireplace Depot, we aim to differentiate ourselves from other retailers by offering the following unique features:

- **Product Quality:** We only sell products that meet the highest quality standards. Because of our size and volume, we are able to choose and represent the best manufacturers.
- **Our Frequent Flame Customer Club:** Once you purchase an appliance here, all repeat purchases are discounted (including service).
- **Full Time Certified Installers:** Hearth Fireplace Depot uses full-time certified employees for its product installations instead of sub-contractors.
- **Non-Biased Opinion:** Because Hearth Fireplace Depot is one of the largest hearth retailers in Canada, we have access to almost any manufacturer's product.
- **Exclusive Product Lines:** Many of the leading manufacturers exclusively display and sell their product lines through Hearth Fireplace Depot. You won't find them anywhere else.
- **See Before Buying:** Our 4,000 square foot showroom has a wide variety of products on display.
- **Our Service Department:** We have a full-time service department that services units that we sell. A strong benefit of purchasing from Hearth Fireplace Depot is that our customers receive top priority for urgent service calls.
- **Experience:** Our large showroom is heated by our stoves and fireplaces, our 4,000 square foot warehouse is heated by a pellet stove, and most of our employees heat their homes with pellet or wood stoves.
- **Guaranteed Installation:** Our installers use large cube vans that often have spare parts. Should something unexpected occur during an installation, we often have it on-site ensuring your installation is done within one day.

## **5. I purchased my product elsewhere, will your full-time installers install it for us?**

Not usually, but sometimes during the off-season. Installing a product that was purchased elsewhere is often a challenge, because we cannot guarantee the accuracy of the components. We do not know if there are pieces missing, and warranty must often be done through the original retail store. In addition, repeat visits are often required incurring additional costs for the home owner.

## **6. We received a cheaper price for a comparable product somewhere else.**

### **Will you price match?**

Yes! We have a price match guarantee for any equivalent product or service from a competing retailer.



## **Pellet & Corn FAQs**

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