



CSA Approved

Safety & Quality First

Contact for Additional Support

Flare Fireplaces
 890 N. Dorothy Dr., Ste. 900
 Richardson, TX 75081

Flare Fireplaces | Warranty Form



There are three administrative paths for part fulfillment under the Flare Fireplaces limited warranty. An RMA number and formal fulfillment form are required for all requests.

1. **Authorized Dealer Inventory Replenishment:** If an independent authorized dealer utilizes their own factory-certified stock to meet a customer's fulfillment needs, they may file a replenishment form to restore their inventory levels.
 - **Verification:** An RMA must be requested, and the suspected component must be sent back to Flare Fireplaces in Richardson, TX, for factory testing and verification of manufacturing standards.

2. **Standard Fulfillment (Return and Replace):**
 - A fulfillment form must be submitted to orders@flarefireplaces.com.
 - The suspected component must be shipped to Flare Fireplaces in Richardson, TX, for factory testing.
 - If a manufacturing defect is verified, a replacement will be fulfilled and shipped to the dealer's place of business. If no defect is found, the dealer may purchase a new component through our online ordering system.

3. **Advanced Fulfillment (Replace and Return):** If a component is needed immediately, a PO may be submitted through our online ordering system.
 - **Process:** An invoice will be created in Texas, and once paid, the part will ship via common carrier (UPS Ground).
 - **Credit:** Once the original component is returned to Richardson, TX, and a manufacturing defect is verified, a credit will be issued to the dealer's account.

Notice: Flare Fireplaces is a manufacturer and provides no labor, installation, or on-site repair services. All fulfillment is strictly for manufactured components. The warranty is void if the unit is not installed by an independent NFI certified professional or an authorized dealer who has completed the required training at our Texas facility or via our digital platform prior to the sale.



Key Exclusions

- This warranty does not apply to any component that shows evidence of misuse, abuse, improper installation, accident or lack of maintenance.
- Flare Fireplaces is not responsible for televisions, mantels, surrounds or finishing material around the fireplace.
- Flare Fireplaces is not responsible for installation, operational or environmental conditions beyond our control.
- Flare Fireplaces shall in no event be liable for any special, indirect or consequential damages of any nature which are in excess of the original purchase price of the product.
- Flare Fireplaces may at its discretion discharge all obligations by refunding the wholesale price of the defective part.
- This warranty may not be extended or modified by our dealers or representatives.
- The Limited Warranty only covers parts as provided above. Flare Fireplaces will not be responsible for materials, components or construction, which are not manufactured or supplied by Flare Fireplaces or for the labor necessary to install, repair or remove such materials, components or construction.
- This Limited Warranty covers replacement of defective parts only. Labor, installation, service, and on-site work are not included and must be performed by an authorized dealer or installer that has sold and installed the product.



Dealer Partner: _____ Purchase Date: _____

Phone: _____

Email: _____

PO: _____

Invoice: _____

Check all that apply:

Model:

- FF DC
- ST RD
- RC TR
- LC PASS

Size:

- 30 60
- 42 70
- 45 80
- 46 100
- 50 > 100

Additional Features:

- Double Glass
- Triple Glass
- Screen
- Regular Glass Height
- High Glass Height
- Extra High Glass Height
- Optional Blowers
- Power Vent
- RGB LEDs
- Summer Kit
- Summit Burner
- Reflective Back/Sides
- Direct Vent
- Vent Free

Serial #: _____

Date Installed: _____

Installers Name: _____

Gas Pressure Inlet: _____ Gas Pressure Outlet: _____

Notes: _____

