



REAL FYRE
ANSI STANDARD GAS LOG AND DIRECT VENT INSERT
LABOR WARRANTY POLICY
2024

Any warranty repair labor that occurs **within one year** of the purchase date by the original owner and involves replacement of a defective part for any **Real Fyre ANSI Standard (Z21.60 or Z21.11) Certified Gas Log Set**, will be reimbursed at \$125.00 labor credit through the R.H. Peterson Co. (RHP) servicing distributor.

Warranty Labor Reimbursement will be made under these following conditions:

1. The product is covered by the factory warranty.
2. There is a defect in material or workmanship.
3. An RHP Warranty Claim has been completed for the defective product or part and, if necessary, an **RMA** number has been assigned.
4. The Factory has determined that the product or part has a manufacturing defect.

If product returned to RHP is found to have been mishandled, abused or installed improperly, credit will not be given.

Claims for Real Fyre Labor Warranty reimbursement should be completed online on the RHP website www.rhpeterson.com. This form must be filled out completely to receive reimbursement. If you have any questions, please call the Technical Services Department.

Warranty labor reimbursement will be made in the form of a merchandise credit. Any other Warranty Labor Reimbursement must have prior approval of the Manager or Senior Managing Director, Technical Services Department, Robert H. Peterson Co.

Note: A Return Material Authorization (**RMA**) number is only an authorization to return a product. This assigned RMA number does not mean credit will be automatically issued upon return of the product (See Returned Goods Policy).

If you would like additional copies of the Warranty Labor Reimbursement Policy, please call the Robert H. Peterson Company Literature Department. If you have any questions about this policy, please call the Robert H. Peterson Company Technical Services Department.

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