



Warranty Coverage & Limitations

SMG Hearth & Home LLC - Comfortbilt Limited Warranty

SMG Hearth & Home LLC (SMG), on behalf of its Comfortbilt brand, extends the following warranty for Comfortbilt stoves purchased from an authorized retailer.

Warranty Coverage

Subject to the table below, SMG warrants to the owner of the Comfortbilt stove that the stove will be free from defects in materials and workmanship at the time of manufacture. After installation, if covered components are found to be defective in materials or workmanship during the applicable warranty period, SMG will replace the covered components.

SMG, at its own discretion, may fully discharge all of its obligations under such warranties by replacing the product itself or refunding the verified purchase price of the product itself. The maximum amount recoverable under this warranty is limited to the purchase price of the product. This warranty is subject to conditions, exclusions, and limitations as described below.

Warranty Period

Warranty coverage officially starts from the date of the original purchase. However, to account for shipping and delivery time, a small grace period of 30 days is provided before the warranty coverage begins.

- The warranty period for covered components is as follows:

Component Covered	Warranty Period
Electrical Components and Burn pot.	1 Year
Steel Chassis Burn Chamber Parts (excluding burn pot)	3 Years
All purchased replacement parts come with a 90-day guarantee. <i>*Additionally, these replacement parts remain covered under either the remaining duration of the manufacturer's warranty or the extended parts warranty, whichever period is longer.</i>	90 Days
Glass	30 Days

Warranty Exclusions

Warranty does not cover damage or breakage due to misuse, improper handling, or modifications. There is no warranty on the paint, or any gaskets, or against damage caused from corrosion. There is no expressed or implied performance warranty on Comfortbilt stoves as SMG has no control over the installation, operation, cleaning, maintenance, or type of fuel burned.

SMG Hearth and Home LLC assumes no responsibility for, nor does the warranty extend to, smoke damage caused by reverse drafting of pellet appliances under shut-down or power failure conditions.

Some states do not allow exclusion or limitation of incidental or consequential damages, or limitations of implied warranties, so the limitations or exclusions set forth in this limited warranty may not apply to you. This limited warranty gives you specific legal rights and you may have other rights which vary from state to state. Warranty is void if the Comfortbilt stove has not been installed, operated, cleaned and maintained in strict accordance with SMG's instructions.

Neither SMG nor the Retailer from who you purchased your Comfortbilt stove shall be responsible, legally or otherwise, for the incidental, or consequential damage to property or persons resulting from the use of this product. Any warranty implied by law, including but not limited to implied warranties of the merchantability or fitness, shall be limited to One (1) year on the breach of this warranty or any type of warranty expressed or implied by law. SMG shall in no event be liable for any special, indirect, consequential, or other damages of any nature whatsoever in excess of the original purchase price of this product. All warranties by SMG are set forth herein and no claim shall be made against SMG on any oral warranty or representation.



Customer Support Options

Phone Support

For your convenience, we offer phone support to assist you with any questions, technical issues, warranty claims, or general inquiries you may have. Our dedicated support team is available to provide prompt assistance and guide you through troubleshooting steps or provide solutions to your concerns. Here are the different options available when contacting us through phone support:

- **Sales (Option 1):** If you have questions about purchasing a stove, pricing, or product availability, selecting Option 1 will connect you with our knowledgeable sales representatives who can provide detailed information and assist you in making the right decision for your needs.
- **Logistics (Option 2):** Should you have inquiries regarding shipping, delivery, or tracking your order, choosing Option 2 will connect you with our logistics team. They will be happy to provide updates on your shipment and address any logistical queries you may have.
- **Technical Support (Option 3):** Option 3 connects you to our technical support specialists who have expertise in troubleshooting and resolving technical issues related to your stove. They can assist you in diagnosing problems, offering step-by-step guidance, and ensuring the optimal performance of your stove.
- **Parts and Piping (Option 4):** If you require assistance with ordering replacement parts or have questions about piping, Option 4 will connect you with our team specialized in parts and piping. They can help you identify the specific components you may need.

Please dial our phone support number, **919-973-4079**, and select the appropriate option that corresponds to your inquiry.

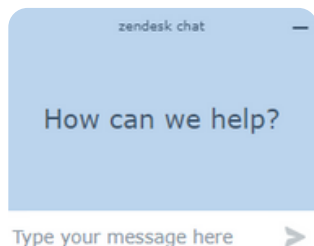
Online Support

We understand that some situations may be better addressed through digital channels. That's why we offer online support options to ensure quick and efficient assistance. Here are the online support channels available:

- **Online Live Chat:** Through our official websites, www.comfortbilt.net, and www.comfortbilt.ca you can access our online live chat feature. This allows you to engage in real-time conversations with our support representatives. Simply click on the live chat icon in the lower right-hand corner on our website to initiate a chat session and receive immediate assistance.
- **Email Ticketing (Best option for Warranty Claims):** For inquiries that require detailed explanations or if you prefer written communication, our email ticketing system is available. By visiting the Tech Support page, or following the QR code link below, you can submit a support ticket with your query, and our team will respond to you promptly via email. This method allows for thorough documentation and tracking of your inquiries.

Additionally, we provide a dealer locator map on our website: <https://comfortbilt.net/pages/dealer-locator>. This feature enables you to find local dealers near your area, making it convenient for you to access in-person support or explore options for purchasing, servicing, or maintaining your stove.

Online Live Chat



Email Ticketing



Dealer Locator

