



**BEYOND** fire

# Internet Sales



The Internet has revolutionized the way people live. For businesses, it has become a fantastic and essential tool to promote products and services. For consumers, it is a great method of making a more informed decision about the product they wish to buy. Sometimes, in certain areas, buying on the Internet can be the only way for consumers to access the product that they are looking for.

At Osburn, we understand that you have a choice, as a consumer, to shop with the best retailers. Some retailers may offer Osburn products online. Before you buy an Osburn product over the Internet, we would like you to take a few minutes to read the following advice:

First, use our dealer locator to find your closest Osburn authorized retailer. Even if there is no dealer showing-up on your screen, the name of the closest distributor will appear. Please contact them. They will be able to direct you to the closest dealer. A visit to your local dealer for the purchase of an Osburn product is a wise investment.

Inquire to your local Osburn dealer about their ability to install and service the product. You will be surprised! Your local Osburn dealer is a heating specialist that will help you select the Osburn product that's right for you. They can install it and service it. They are often your best choice for total satisfaction.

If you have obtained a quote from a retailer selling Osburn over the internet, make sure it includes freight on a door-to-door basis.

Be wary of any internet retailer offering discount pricing over the suggested retail price quoted by your local Osburn dealer. First, those retailers are probably not authorized to sell Osburn products. Authorized Osburn internet retailers are listed at the end of this document. If you do not recognize the name of your internet retailer, your Osburn warranty may be void. We know from experience that a retailer operating at discount margins will need to find a way to cut costs in order to stay in business. A lower service level is often a quick and easy way for them to reduce expenses.





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Ask your internet retailer the following questions:

- What will they do if the product you receive is not what you ordered or expected? Will they take the product back, freight prepaid?
- Do they have any NFI certified (USA) or WETT certified (Canada) personnel on staff? A good internet retailer should invest in the training and certification of its people. This is your guarantee that they will be able to offer adequate advice on how to install and operate your new appliance.



If a unit ever needs to be replaced under warranty, remember that the manufacturer may require that the unit be inspected before a new one can be sent. Freight and pick-up arrangements will be organized between the authorized dealer and the manufacturer. Therefore, it is important to ask the following questions to your internet retailer:

- Who will be responsible for arranging and paying freight if the product needs to be sent back to the manufacturer as part of the warranty?
- What will they do if the manufacturer requires that the unit be inspected by an authorized Osburn dealer before the warranty can be honored?

***We hope that the above advice will prove useful. The following retailers are approved to sell Osburn products over the Internet:***

WOODLAND DIRECT  
NORTHLINE EXPRESS  
FIREPLACEINSERT.COM

ELITE DEALS  
FIREPLACES NOW  
OBADIAH'S WOODSTOVES  
OSBURNWOODSTOVES.COM

WOODSTOVEPRO  
HOMECLICK  
ROCKFORD CHIMNEY SUPPLY  
DJ' ONLINE  
IBUY FIREPLACES  
HOUSE WARMING HQ  
HEARTH, STOVE, AND PATIO