



# Grange Reproductions

## Consumer Internet Policy

Grange Reproductions strongly recommend that stoves are purchased only from recognised stockists such as ourselves. When making a purchase from a recognised stockist you get the very best advice on the most suitable stove for your individual needs and circumstances. You will also have the option of installation and appropriate pre-sales and after-sales service.

In order to ensure that you benefit from this, be wary about purchasing a stove over the internet where this level of advice and service may not be available. Before considering a purchase of a stove over the internet you need to ask yourself the following questions:

- Can the dealer offer expert advice on the most suitable product for your needs?
- Are they able to offer advice for the safe use and installation of your stove?
- Is the dealer local to you and able to provide you with the appropriate support?
- Are they able to offer an after-sales service and deal effectively with warranty issues?

From our experience, purchasing a stove from the internet can, in the long term, be an expensive option. Therefore, when buying, please do consider the total cost of the stove and installation and do not be misled by cheap 'headline' prices.

Many manufacturers will not honour the warranties on their stoves when these are purchased over the internet, and in many cases the internet supplier is not authorised to sell these products! Your contract is with your supplier and the manufacturer's contract is with recognised stockists such as ourselves.

In a nutshell, if you purchase a stove over the internet and it develops a fault, we, as stockists, will be unable to assist and if you contact the manufacturer, they may pass you back to your supplier, who may also be unable to assist you.