

*** Required Information** - Incomplete claim forms will be returned to the originator requesting additional information.

Submit your claim online at the dealer web site if possible.

*Dealer/Distributor Number	E-mail Address
*Dealer/Distributor Name	Reference Info
*Contact Name	Previous HHT Claim #

<input type="checkbox"/> Service Call		<input type="checkbox"/> Damaged Part**/Accessory/ Missing Part	
*Serial Number	*Owner's Name	*Sales Order/Purchase #	
*Model Number/SKU	*Address	*Part #	
Date Code (HTL only)	*City	*Date Code (HTL only)	
*Service Date	*State, Zip	Date Code (fronts HTL & HNG) required	
Service Dealer	*Phone Number	Serial Number	
Dealer Contact	*Install/Occupancy Date	*Model Number/SKU	

<input type="checkbox"/> Freight Damage**	*Serial Number	*Model Number/SKU
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** For LTL freight claims please also send Bill of Lading, packing slip, complete invoice and pictures to 866-700-9924 or hhtclaims@hearthnhome.com, reference serial and model number. For Harman dealers send fax to 717-441-3815.

* Description of Problem, Corrective Action Taken & Parts Used:	* Parts Used/Parts Needed

Choose One →

<input type="checkbox"/> Request for Parts Credit (RMA may be issued)	<input type="checkbox"/> Request No-charge Parts to replenish stock (non-RMA parts only) or replace damaged or missing parts	<input type="checkbox"/> Parts credit already issued or no parts used
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Dealers who purchase from Distributors—send to Distributor for approval. Distributor must approve and forward claim form & Dealer's invoice from Distributor to HHT.

Replacement parts order request on this form are treated as a replenishment of your parts stock and order entry may be delayed.

RMA parts: Please refer to Parts Return Master List for parts required to be returned for analysis and root cause, or to ensure corrective action taken.

Please refer to warranty and freight policies for complete guidelines.

\$55 labor allowance for Service Call claims.

E-mail claims to HHTClaims@HearthnHome.com or Fax to respective brand location:



Hearth & Home Technologies
 Fax: 800-248-2038
 Phone: 877-943-2848 opt 4



No one builds a better fire
 (includes Outdoor Lifestyles)
 Hearth & Home Technologies
 Fax: 866-700-9924
 Phone: 877-228-5012 opt 4



Hearth & Home Technologies
 Fax: 866-700-9924
 Phone: 866-804-7783 opt 4



Hearth & Home Technologies
 Fax: 717-441-3815
 Phone: 800-433-7261 opt 4