### Return / Refund Policy

Last updated 4/8/2024

Thank you for your purchase. We hope you are happy with your purchase. However, if you are not completely satisfied with your purchase for any reason, you may return it to us within 30 days of purchase date for partial refund, store credit or exchange. Please see below for more information on our return policy.

**RETURNS**

All returned items must be in new and unused condition, with all original tags and labels attached and accompany the original receipt.

**RETURN PROCESS**

To return an item, please bring the item with original receipt to our store location at 1820 S Hwy 183, Clinton, OK 73601. Please note, if you mail or ship the item to us, you will be responsible for all return shipping costs.

**REFUNDS**

After receiving your return and inspecting the condition of your item, we will process your return or exchange. Please allow at least 5 to 10 days from the receipt of your item to process your return or exchange. Refunds may take 1-2 billing cycles to appear on your credit card statement, depending on your credit card company.

**EXCEPTIONS**

The following items cannot be returned or exchanged:

* Custom items or special ordered items
* Any fireplace, insert, or stove that has been installed and/or used
* Chimney pipe, connector pipe, or vent that has been installed and/or used
* Damaged items
* Items outside of their original packaging

**Please Note**

* A 20% restocking fee will be charged for all returns of eligible fireplaces, inserts, and/or stoves.
* Deposits cannot be returned.
* Sale items are FINAL SALE and cannot be returned.

**QUESTIONS**

If you have any questions concerning our return policy, please contact us at:

580.323.8411

mike@gibletstovesales.com