

Satisfaction Guarantee Details

If you are dissatisfied with your Kuma stove in the first 30 days, you may exchange it for another stove in your participating dealer's stock, including other Kuma stove models. Please talk with your dealer about what models are available.

No labor is included in this satisfaction guarantee, please talk with your dealer about the potential labor cost to have the stove exchanged for you.

No connector pipe, chimney, hearth or other products related to the installation of your stove is included in this satisfaction guarantee.

If you exchange your stove for one of greater value, you will be responsible to pay the difference in cost.

Not all dealers will participate in this program, make sure of any specific details with your dealer.

To exchange your stove please contact the participating dealer where you purchased your stove. Please fill out the satisfaction guarantee form and return it with your stove to your participating dealer.

Items Covered	Parts Coverage Period	Labor Coverage Period
Maintenance Items: Bricks, gasket, ceramic insulation, baffle boards and paint.	3 Years	No Labor Coverage
Glass (thermal breakage), blowers, ash grate, brick supports, all hardware and trim.	5 Years	3 Years
Stove firebox, ash pan, pedestal, legs, burn tubes and door casting.	Forever	3 Years

Our Promise

If something goes wrong with your stove in the first three years, we will supply you with the parts to fix it. For as long as you own your stove, if you ever have a defect in the material or workmanship of your stove's firebox, we will repair or replace it for you. See owner's manual for complete details.

