



ALTERNATIVE HEATING OF NORTH AMERICA™
Distributors of Alternative Heating Products

We are committed to offering quality products, at prices that make it affordable for the Consumer. In our effort to keep costs down, maintaining minimal markups on products the following financial and policies have been adopted. We appreciate your cooperation with adhering to these policies. Should you have questions on any of the policies, we urge you to discuss any questions or concerns before completing your transaction or order.

**ALTERNATIVE HEATING OF NORTH AMERICA™ (AHONA™)
FINANCIAL AND BUSINESS POLICES**

- 1. Payments for products are expected to be paid at the time of customer pick up.**
- 2. Payments for products to be shipped are expected before shipment.**
- 3. Special ordered items must be paid for before ordering. No refunds will be granted on special order items.**
- 4. Sales are final. No refunds or exchanges are made. In the event an exception is made to this policy, Management must obtain prior authorization. If an exception is granted, a 25% restocking fee will apply.**
- 5. Final Boiler sizing is the sole responsibility of the purchaser. AHONA™ will only provide sizing and performance data based on published information from the manufacturer. This Manufacturer information cannot be your sole source of information for sizing your system. You must use actual measurements made at your premises.**
- 6. Boiler warranty claims are covered by the warranty provided by the Manufacturer's published warranty. Please refer to written warranty coverage in the specific product's warranty policies. All warranty claims will only be processed if received through written correspondence via US Mail. Claims sent via facsimile or email are not accepted. In addition, the warranty claim will be processed in accordance with the all the warranty guidelines outlined by the product's written warranty.**