

DEALER QUESTIONS

WHAT IF I CHOOSE NOT TO PARTICIPATE IN THE ONLINE COUPON PROGRAM?

Hearth & Home Technologies requires all our dealers to honor the online coupon. If you have any issues with participating in this program, please notify us at dealeradmin@hearthnhome.com.

CAN DEALERS PRINT THESE COUPONS FOR THEIR CUSTOMERS? IF NOT, WHY?

Dealers should not be notifying consumers of the \$100 online coupon on the showroom floor. As we strive to continuously deliver more leads to our dealers, Hearth & Home Technologies is constantly experimenting with new marketing tools. By ensuring that all consumers who receive the coupon are finding our products and your showroom online, we are able to measure the success of this marketing initiative.

THE PROGRAM STATES THAT BUILDERS ARE NOT ELIGIBLE FOR THE COUPON. WHAT IF THE CONSUMER WHO IS BUILDING THE HOME IS PAYING FOR THE FIREPLACE AND PRESENTING THE COUPON?

The coupon may be used as long as the consumer/homeowner is present in the showroom, presents the coupon and pays for the fireplace, stove or insert directly.

WHAT DO DEALERS DO WHEN A CONSUMER BRINGS IN A COUPON AFTER THEY HAVE ALREADY PUT MONEY DOWN, OR INSTALLED THE APPLIANCE?

Explain that the program rules clearly state that the coupon must be presented at the time of purchase.

HOW CAN DEALERS FIND THE STATUS ON A CLAIM WITHOUT CALLING?

When submitting a claim online, it is important to save a copy of the acknowledgement to capture the claim transaction number. If you have specific questions on the claim, please contact us at hhtclaims@hearthnhome.com or 866-804-7783 and reference the appropriate claim transaction number.

WHAT HAPPENS IF A CUSTOMER DID NOT GET THEIR COUPON?

The consumer must have a valid email address to receive this coupon. If they do not receive the coupon, have them check their computer security settings to allow this coupon to be sent. Also check to see if the coupon was placed in their junk mail folder. If all else fails, they can input their information again from another system to try and obtain a new coupon.

DEALER QUESTIONS CONTINUED...

HOW DO DEALERS SUBMIT COUPON CLAIMS?

To submit a claim, simply go to the online coupon section of your HHT dealer site and look for the link to the online coupon reimbursement claim. Fill out the online form completely, including the reward number on the coupon and attach a copy of your invoice to your claim. It is important to make sure the date of purchase is on your invoice and complies with the 30 day submittal deadline. Once the attachment and claim are complete, it is important to hit the submit button. You will then receive an immediate acknowledgement showing the claim transaction number. If you have any trouble submitting claims online, please contact us at hhtclaims@hearthnhome.com or 866-804-7783.

WHAT IF THE DEALER DOES NOT HAVE SCANNING CAPABILITIES? CAN THEY SUBMIT THE CLAIM ONLINE AND FAX THE INVOICE SEPARATELY?

To ensure your credit request is processed quickly and accurately it is important to attach the invoice electronically to the claim. If you do not have scanning capabilities, it is still necessary to submit the claim online without the invoice. Once the claim is submitted online and you receive the immediate acknowledgement showing the claim transaction number, write the claim number on your invoice and fax it to 866-700-9924. Please note that sending the invoice separately from the claim may result in delays processing the claim and receiving your credit.

MOST COMMON REASON COUPON CLAIMS GET DENIED OR QUESTIONED

- Builder's name on invoice [invoices submitted under the builder's name will be denied unless invoice directly explains]
- Claim submitted past deadline
- Correct date not listed on invoice [Date of original purchase is the date products were ordered by the consumer]
- Other claims against the same serial number
- Invalid serial number
- Never submitted invoice or invoice was not legible
- \$100 online coupon not shown on invoice