



WARRANTY CLAIMS

Sometime things happen.

Solus takes immense pride in making high quality products and providing excellent customer service, so when things go wrong we will try hard to make it right again. Please keep in mind that this is a process and if you can supply us with a bit of information about your situation, we will be able to amend the problem quicker.

If you could email 1 overall picture and 1 or 2 detailed pictures showing the specific problem along with answers to these questions we will contact you by email or phone to discuss further.

Thank you.

Contact Information

Name:
Organization/Company:
Address:
Telephone number:

Product Information:

- 1- Order#:
- 2- Firepit Model:
- 3- Fuel type:
- 4- Date purchased:
- 5- Date when problem occurred:
- 6- Did you pay full retail or was the product discounted more than 10%?
- 7- Was the product purchased directly through Solus, a Dealer or specifier/contractor?

Issue: