



Return Policy

1. Shipping Damage

Upon receiving your package, please thoroughly inspect it for any signs of shipping damage. If you identify any issues, please don't hesitate to contact our dedicated Customer Service team at +1 737 301 1163. They are ready to assist you promptly in resolving the matter.

It is crucial to document any damage by taking photographs of the shipping containers, packaging, or the products themselves. When your delivery arrives, it is advisable to examine the shipping containers for damage before the delivery driver departs. In the event of visible damage, we recommend opening the containers and checking the items inside while the driver is still present. If any damage is discovered, kindly note it on the delivery receipt before signing the delivery document.

We understand the inconvenience of receiving damaged shipments. If you are utilizing the services of a freight carrier such as UPS or FedEx, we request that you notify us of any shipping damages within two (2) business days from receipt. To facilitate necessary actions, please retain the packaging for carrier inspection. Please be aware that we cannot assume responsibility for shipping damages reported beyond two (2) days from receipt. Your cooperation is greatly appreciated.

2. Return Authorizations & Order Cancellations

When placing an order for Engel Fires products, it is imperative to carefully select the right product that aligns with your needs and space requirements. Our stainless steel grills and outdoor fireplace products are meticulously hand-built for each order, making returns and exchanges subject to a 15% restocking fee.

We are committed to assisting you in understanding our products and providing detailed information before you make a purchase decision.

No charges will apply if you choose to cancel an online order within 24 hours. However, cancellations beyond the 24-hour window will incur a 5%

cancellation fee. If production has commenced, a 15% restocking fee will be charged for canceled online orders.

To request product information or cancel an online order, please contact us at +1 737 301 1163 or support@engelfires.com.

Please be aware that personalized or custom products can only be returned if they are defective or damaged during delivery.

We acknowledge that preferences may change after product use, but regretfully, we cannot accept returns for items that have been used. We appreciate your careful consideration before making a purchase.

Unused products can be returned or exchanged within 30 days of delivery, with a 15% restocking fee for reasons other than product defect, damage, or manufacturing defects. Shipping charges and custom drawing credits will not be refunded.

Contact Engel Fires customer service for a Return Authorization Number (RA#) to initiate a return or exchange. The representative will guide you on shipping instructions, emphasizing the importance of returning the product in its original packaging. Failure to obtain an RA# or return the product in non-original packaging may result in additional fees or refusal of the return by Engel Fires USA. Thank you for your cooperation.

3. Personal or Custom Orders

Personalized orders, such as laser-cut fire baskets, carry a \$1000 return fee.