

Napoleon Damages Policy

Damages to packaging

When your shipped merchandise arrives, please check the packing materials. Look for signs of damage, which can sometimes happen during transit. If you see damage, it is possible there is damage to the unit. Please contact your chapter as to how to return or refuse the unit prior to opening the unit.

Concealed damage - Dealer

Should your unit have damages absent signs of damage to the packaging please reach out directly to your rep or grillsupport@napoleon.com and copy your rep. Please provide pictures of the damage to the unit, packaging when possible, serial number, model number and description of the damage or issue. The support team or your rep may ask for additional information such as invoice date if needed.

All concealed shipping damage must be reported within 30 days of dealer receiving the product based on dealer invoice date to chapter.

Concealed damage - Consumer

In cases where unopened damaged units were directly delivered to customers who then found damage the consumer may contact Napoleon directly at 1-866-820-8686. Dealer may also contact Napoleon on behalf of their consumer. To create a smooth process, we ask that consumers have serial number and model number ready. The support team may ask for additional information if needed.

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Napoleon Service Network

Napoleon does not provide service to grills. Should consumers request or require services such as conversion of fuel type please visit our website for list of approved service dealers. Contact your rep should you be interested in becoming an approved service dealer.

<https://www.napoleon.com/en/us/grills/napoleon-service-centers>

RAs and Scrap Credits

In cases where parts to repair a unit cannot be shipped within 30 days of claim submission, please submit a RA request or a Scrap Credit request to your Napoleon rep for review.

Warranty

Please see link to breakdown of warranty by product line below.

<https://www.napoleon.com/en/us/grills/support/napoleon-warranty>