

- **Q: Why can't my dealer tell me when I will be getting my product?**
- A: HHT has communicated delivery dates to their dealers through November. Only your dealer would know which product is assigned to your purchase. Due to rapidly rising energy costs, there's been unprecedented demand for wood and pellet products, resulting in longer lead times. HHT is doing its best to fulfill all orders as quickly as possible.
- **Q: What if I have already given my dealer a down payment? Can I ask for a refund?**
- A: Most of our dealers are independently owned and operated. Because each transaction is unique, we suggest your decision be based on information your dealer provides to you.
- **Q: I am relying on this appliance to heat my home because my oil fuel prices are so high. Will I get my product installed before heating season?**
- A: There are many factors affecting installation dates, including product availability and dealer installation scheduling. HHT has communicated dealer delivery dates through November so it is best to ask your dealer. HHT is working hard to increase product availability.
- **Q: What is the availability of pellet fuel?**
- A: It is our understanding at this time that pellet fuel is available at retailers and online distributors, but you can visit the pellet fuel institute at [www.pelletheat.org](http://www.pelletheat.org) to find our more information.
- **Q: My dealer said you promised them product that HHT is not delivering. Is that true?**
- A: HHT requested dealer forecasts of demand that have since grown to unprecedented levels for wood and pellet appliances, exceeding all expectations. Our manufacturing facilities have increased production and are working hard to find opportunities to increase our capacity and meet this demand.
- **Q: When will I get my stove?**
- A: There are many factors affecting installation dates; including product availability and dealer installation scheduling. HHT has communicated dealer deliver dates through November so it is best to ask your dealer. HHT is working hard to increase product availability.

