



RE: PARTS WARRANTY AND RETURN UPDATE

May 9, 2023

To Our Valued Crown Royal Stove Dealers,

As a family business that has been continuing to grow, we have decided to make some changes to our Parts Warranty and Return process.

We are now directing all customers/dealers to the following web link:

<https://www.crownroyalstoves.com/parts-warranty-and-return/>

Once there we will need you/them to fill out the form and submit it to us. We will get a notification that will lead us to generate and email an RMA approval letter back to the person who submitted the form. This approval letter will be required to be put in with the parts that are being returned and will be required to be considered for a refund.

Please text your photos and videos to our main phone lines (866-361-7355 or 218-283-3416). Our service cell phone is no longer in service.

If the customer has limited access to the internet, we can fill out the form while we have the customer on the phone.

If you have any questions, please let us know.

Thank you for your dedication and continued support.

GREENTECH MANUFACTURING INC./CROWN ROYAL STOVES