



Hearthside appreciates your cooperation and understanding as we navigate ongoing COVID related delays from our vendors. Unfortunately, our vendors are not able to give accurate ETAs on product ordered at this time.

Many components of the various products we sell are common parts and are used on thousands of products from appliances to automobiles, so the "big guys" are taking whatever they can get their hands on. Reliable production schedules are almost non-existent due to not having parts supplied regularly & fluctuations in manpower.

Given the current situation, Hearthside would like you to understand that lead times are estimates only and are subject to change at any time. This may impact scheduled installations and repairs & we kindly reserve the right to reschedule appointments due to production and shipping delays.

We expect these ongoing COVID delays to continue to impact the remainder of 2021 and carry into 2022.

As the Northeast's largest hearth & patio dealer we are working closely with our vendors to deliver the product and services to you in a timely manner. We greatly value customer service here at Hearthside and will make every effort to keep you up to date on the status of your order.