



RAINBOW PELLETT HEARTH & HOME

Pellet Fuel Storage Agreement

{Policy Active Since 2000}

Rainbow Pellet Hearth & Home will store pre-paid pellet fuel (40lbs and 50lbs sealed bags) in amounts up to 3 tons (150 bags) in total. We offer this storage service at "NO CHARGE" as a "FREE SERVICE" for customers that choose to do so, agreeing to the following:

1. **Out of Stock** – Unfortunately this can happen. We will substitute with the next best option or brand (**AT OUR DISCRETION**) at that time. Please know that we try our best to keep your brand of fuel in stock always.
2. **We Can't Control the Weather** – Weather related shipment interruptions will happen. If we see we're running low on a brand, anticipating a shipment interruption due to weather, we will limit the amount of fuel that can be picked up by any customer at any time that we deem necessary to make sure all customers that have fuel on account will have access. We will have posted on our social media links the updated fuel pickup status. Please use these links as a first line of communication to check if possible. – www.rainbowstoves.com, www.facebook.com/RainbowHearthandHome, www.twitter.com/RainbowPellet -
3. **Fuel Manufacturer Breakdowns & Strikes** – We don't foresee this as a problem, but it can and has happened before. This is beyond our control. Please see #1.
4. **Fuel Quality** – Pellet fuel quality is **NOT** an exact science. For the most part you can expect a reasonable level of consistency regarding quality from bag to bag. Although unlikely, for reasons beyond our control, there may be a time when an obvious quality control issue has occurred. Please inform us of this situation and we will correct it to the best of our capabilities.
5. **Picking Up Fuel by Persons Other than your Account** – We realize the necessity of having friends or relatives come and pick up your fuel from time to time. If this is to occur, we ask that those persons have, **preferably in writing**, authorization to do so.
6. **Delivery of Pellet Fuel** – We can no longer offer this service. We are sorry for the inconvenience.
7. **Signature Required for Picking Up Pellet Fuel on Account** – Please note that we have changed the policy regarding the picking up of fuel on your account. We will require a signature on each pickup of fuel on your account. The balances of fuel on your account, making sure that your quantities are accurate, are of the utmost importance. This one step will ensure that.