



EXPECT DELAYS

Dear Valued Customers,

Due to unprecedented demand and other challenges (supply chain disruptions, COVID restrictions...) Flame Center is currently unable to provide the same rapid level of service that one would expect from the area's premier fireplace and BBQ dealer.

Please, trust that we are doing everything that we can (hiring new team members, working long hours, reducing the number of new customers we are accepting...) and we appreciate your patience and understanding during this time, as it is **taking us longer to get back to you and we are experiencing **longer than usual wait times** for service/repairs and installation projects. We are still able to guarantee the same level of quality products, services, and installations that you expect from the area's largest hearth retailer.**

Sincerely,

The Flame Center Team