



IGNITE FIREPLACE STUDIO **MORNINGTON**

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PRICE GUARANTEE POLICY*

At **Ember Fireplaces / Ignite Fireplace Studio**, we want you to feel completely confident when choosing your new fireplace. If you find the same fireplace at a lower price somewhere else in Australia, we'll **match it — guaranteed** — ensuring you receive the **best possible price** on every gas, electric and wood fireplace in our collection.

If you spot a lower price on the same model from another **authorised Melbourne retailer**, just let us know. We'll match their price — simple as that.

To qualify, the product needs to be:

- **Exactly the same** (same brand, model, and finish)
- **Unit ONLY** (Price match does not apply to installation, flue runs or delivery).
- From a retailer who's **authorised and based in Metropolitan Melbourne**
- **In stock** and available for immediate delivery
- **Publicly advertised**, with the price including all taxes and delivery fees

When We Can't Match

Clearance or ex-display stock

Trade or wholesale prices

Online marketplace or auction listings (like eBay or Facebook Marketplace)

Pricing errors or special "bundle" promotions

How to Claim

It's easy — just contact us in-store or email ignitemornington@gmail.com with:

- A copy of an emailed quote showing the lower price
- A link to a competitor's website or store displaying the price.

Once we verify the details, we'll **match the lower price** or **BEAT IT**.

We're passionate about helping you create a beautiful, warm home — and we want you to know you're getting the **best possible value** for your investment. That's our **Price Promise** to you.

*A deposit must be paid within 48hr on Sale, Clearance, Ex-Display or Price Matched stock to lock in pricing. If no deposit has been received, items will be released for sale and will need to be re-quoted/re-invoiced.