



RAINBOW HEARTH & HOME

Pellet Fuel Storage Agreement

{Effective & Revised August 2025}

Rainbow Hearth & Home, aka-RPH&H Enterprises Inc.
will store pre-paid pellet fuel (40lbs and 50lbs sealed bags) in amounts up to **1 ton (50 bags)** in total.
We offer this storage service at NO CHARGE as a “FREE SERVICE”.

For customers that choose to take part in this program, agree to the following:

1. **Limited & Out of Stock** – Unfortunately this can happen. We will substitute with the next best option or brand at **RPH&H discretion** at that time. Please know that we will try our best to keep your brand of fuel in stock always. If we foresee an issue with availability of pellet fuel we will shut off all new sales of pellet fuel to try to keep those who have pre-purchased, with pellet fuel credits available, to facilitate p/u to the pellet fuel supply on hand. If **all** supplies of pellet fuel are exhausted due to situations beyond our control you are entitled to a refund of all due bags on credit at the price you purchased them at, if you choose to do so. Please understand in this event, it's likely that the entire market will be devoid of pellet fuel. If you choose to receive a refund you will not have access to any shipments of fuel that will be available from **RPH&H** to allow those that have fuel on credit availability.
2. **Limited Pick Up of Fuel on Account** – At **RPH&H discretion** due to limited fuel supply, to allow a fair and equitable distribution of available fuel, we may ask you to limit your p/u of fuel to a specified (#) of bags we have deemed fair and reasonable, given the fuel supply available, to allow all that that pre purchased to have access to the fuel supply. If you choose to require RPH&H to relinquish more than our specified (#) of bags at that time, **RPH&H reserves the right to revoke access to this program** and not allow any storage of fuel.
3. **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 “try” to 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.
 - i. www.facebook.com/RainbowHearthandHome
4. **Distribution Interruptions & Manufacturing Issues** – These conditions are beyond our control. Please see #1,#2.
5. **Fuel Quality** – Pellet fuel quality is **NOT** an exact science. Please understand **Fuel Quality** will change from time to time.
6. **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 people have, **preferably in writing**, authorization to do so.
7. **Delivery of Pellet Fuel** – We can no longer offer this service. We are sorry for the inconvenience.
8. **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.

I Agree to the conditions of this program. Acct # - _____ Date - _____

Account Holder Signature

RPH&H Representative