



Frequently Asked Questions

★ REVIEWS

Contact Us

If we haven't answered your question with our FAQ below, you can always [contact us](#) or call us toll free at +1 877-842-9822.

Warranty Info

What kind of warranty is included with my oven? ^

We sincerely believe Fontana is the best wood-fired oven on the market. This is why we offer the best-in-class warranty on all of our ovens. There is a **two-year warranty against manufacturer defect**. There is also a **four-year warranty on the dome of the cooking chamber**. We stand by the quality & durability of our product, and we will continue to do so after the sale. Should you ever have a problem with your oven within the warranty period, please let us know using our [contact page](#) or [call us](#). We will work to resolve any issue(s) that are a result of manufacturing defect.

Unfortunately, because of the fragile nature of the stones, we do not offer a warranty on the stones. However, should your oven arrive with a damaged stone, please contact us immediately.

The warranty does not cover the following items:

- damage as result of shipment or transporting that has not been highlighted in the bill of lading at the time of receiving of the oven
- damage as result of negligent unpacking of the oven
- damage as result of the oven being improperly assembled or installed
- damage as result of heating the oven beyond its max temperature rating
- damage as result of using combustible material other than wood to light fires in the oven
- damage or corrosion as result of exposure to the elements and/or chemicals
- damage that results in a broken or stuck chamber thermometer

What kind of warranty is included with the stones? ^

Due to the fragile nature of the stones, we do not offer a warranty on the stones. This is standard industry practice. However, should your oven arrive with a broken or cracked stone, please [contact us](#) immediately.

Unfortunately, we cannot replace stones that have small chips in them. Because these stones are handmade, air dried & then kiln dried, it quite often results in imperfections and chipping along the edges. These chips do not alter the performance of the stone or oven, therefore are not considered a defect. If a customer finds chips on the stone bothersome, we recommend rotating the stone when possible to achieve the smoothest surface or touching up the edge with sandpaper.



Purchasing, Setup, & Support

- The oven I want is out of stock. When will you have it in stock?** ✓
- Do ovens really ship for free?** ✓
- Do you offer financing?** ✓
- Which interior stone do you recommend I get with my oven?
Standard or Saputo?** ✓
- Can I purchase a set of Saputo pizza stones for my oven?** ✓
- How much assembly and setup are required before I can use my
oven?** ✓
- What kind of technical support is available after I receive my oven?** ✓

Shipping & Delivery

- What delivery options are available for my oven?** ✓
- What is the average delivery time?** ✓
- What do I need to do when the oven arrives?** ✓
- What if I live outside of the United States?** ✓

Returns, Replacements, Cancelations, and Refunds

- What is your return policy?** ✓
- What is your refund policy?** ✓
- My oven arrived damaged or has a defect. Can I exchange/return it?** ✓
- The stone(s) in my oven arrived damaged or has a defect. Can I get a
replacement?** ✓
- Can I cancel my order?** ✓

Oven Operation & Cooking

- How much experience do I need to use a Fontana oven?** ✓