ODL GRILLS

Frequently Asked Questions | Retail & E-Commerce

This FAQ is designed to help customers understand ordering, preorders, backorders, shipping, delivery, installation, returns, warranties, gift cards, and customer support. For complete legal terms, refer to the applicable ODL Grills policies at www.odlgrills.com.

Ordering & Payment

How do I place an order with ODL Grills?

Orders can be placed directly through **www.odlgrills.com**. Select your grill, accessories, fuel type, and available options, then complete checkout using one of the approved payment methods shown on the website.

When is my card charged?

Depending on the product and order type, your payment method may be authorized or charged when your order is placed. Preorder and backorder items may have different payment timing, which will be disclosed during checkout.

Will I be charged sales tax?

Yes, where required by law. Applicable sales or use tax is calculated based primarily on the **shipping or delivery destination and applicable state and local tax rules**. Tax rates can vary by state, county, municipality, and other taxing jurisdictions.

Can I cancel an order after placing it?

Orders that have not entered fulfillment or shipped may generally be eligible for cancellation. Once an item has entered fulfillment, been prepared for freight, or shipped, cancellation may no longer be possible and the Return & Refund Policy may apply.

Preorders & Backorders

Does ODL Grills accept preorders?

Yes. Some products may be offered for preorder before inventory is available for immediate shipment.

When will my preorder ship?

Each preorder product will include an **estimated shipping window** when available. These dates are estimates and may change due to manufacturing, freight, customs, supply-chain, weather, carrier, or other circumstances.

What happens if my preorder is delayed?

If a significant delay occurs, ODL Grills will provide updated information and any cancellation or refund options required under applicable law.

Can I cancel a preorder?

A preorder may generally be canceled before it has entered final fulfillment or shipped, subject to the terms disclosed when the order was placed.

What is a backorder?

A backordered product is normally part of our product line but is temporarily unavailable for immediate shipment.

Will you notify me if an item becomes backordered after I order it?

Yes. We will attempt to notify you using the contact information associated with your order and provide an updated estimated shipping timeframe when available.

Can my order ship separately if one item is backordered?

Yes. ODL Grills may ship available items separately from backordered items when practical. You will receive applicable shipment information for each shipment.

Shipping & Delivery

How are ODL grills shipped?

Many ODL grills and larger outdoor-kitchen products are shipped using **LTL freight carriers** because of their size and weight. Smaller accessories may ship using standard parcel carriers.

Is freight delivery the same as normal package delivery?

No. Freight shipments may require a delivery appointment and may be delivered curbside unless another service level has been specifically purchased or arranged.

Does curbside delivery include installation?

No. Standard freight delivery does not include installation, assembly, placement in an outdoor kitchen, gas connection, electrical connection, or removal of packaging unless specifically stated in your order.

What should I do when my grill arrives?

Inspect the shipment carefully **before signing the delivery receipt** whenever possible. Check the pallet, carton, packaging, and visible portions of the product for damage. If damage is visible, photograph the shipment and damaged areas, clearly note the damage on the carrier delivery receipt, retain the packaging, and contact ODL Grills promptly.

What if I find concealed damage after opening the box?

Take photographs of the product, packaging, shipping labels, and damage immediately and contact ODL Grills as soon as possible. Keep all packaging until the claim has been reviewed.

Are delivery dates guaranteed?

Unless ODL Grills expressly states otherwise in writing, shipping and delivery dates are **estimates rather than guarantees**.

Installation

Does my grill require professional installation?

Built-in gas grills should be installed according to ODL installation instructions and applicable building, fire, gas, and electrical codes. Licensed or qualified trades may be required depending on the work and local law.

Can I build my outdoor kitchen before receiving the grill?

You should **not construct the final appliance opening solely from estimated dimensions or third-party information**. Always verify the current model-specific ODL installation specifications and cutout dimensions before permanently constructing countertops, cabinetry, masonry, or framing.

What happens if my installer builds the opening incorrectly?

Costs associated with incorrect third-party measurements, cabinetry, countertops, masonry, framing, utilities, or installation are generally the responsibility of the purchaser or installer unless otherwise required by law.

Can I convert an LP grill to natural gas or a natural-gas grill to LP?

Only use approved ODL conversion equipment and follow all applicable instructions and codes. Gas conversions should be performed by a qualified professional where required.

Returns & Refunds

What is ODL Grills' return period?

Eligible products may generally be requested for return within **30 days**, subject to the conditions in the ODL Grills Return & Refund Policy.

Can I return a grill after it has been installed or used?

Generally, products that have been installed, connected, altered, damaged, or used may not qualify for a standard return unless the return involves a covered defect or another right provided by law.

Do I need authorization before returning an item?

Yes. Contact ODL Grills before sending any product back so that return eligibility, freight instructions, and any applicable return authorization can be established.

Who pays return shipping?

This depends on the reason for the return. Customer-requested returns may require the purchaser to pay return shipping or freight. Different rules may apply to incorrect, damaged, or defective products.

Are restocking fees charged?

A restocking charge may apply to certain eligible returns when disclosed in accordance with the applicable ODL policy and law.

How will my refund be issued?

Approved refunds are generally issued back to the original payment method unless another method is required or agreed upon.

Warranties

Do ODL Grills include a manufacturer's warranty?

Yes. Eligible ODL Grills products are covered by the applicable **ODL Grills Limited Warranty**. Coverage varies by component and product.

Do you offer extended protection plans?

Yes. ODL currently offers optional protection plans: **1-Year Protection Plan - $199.99**, **3-Year Protection Plan - $399.99**, and **5-Year Protection Plan - $499.99**. Plan availability and terms are subject to the applicable Protection Plan Terms.

What information do I need for a warranty claim?

Be prepared to provide the customer name, order or invoice number, product model, serial number, proof of purchase, description of the issue, and photographs or video when requested.

Does the warranty cover cosmetic discoloration of stainless steel?

Normal staining, discoloration, heat coloration, environmental oxidation, and similar cosmetic conditions generally are not treated as mechanical product failures unless the applicable warranty specifically states otherwise.

Gift Cards & Store Credit

Does ODL Grills offer gift cards?

ODL Grills may offer gift cards for eligible purchases through authorized ODL sales channels.

Can gift cards be redeemed for cash?

Gift cards are generally not redeemable for cash except where required by applicable law.

Do ODL gift cards expire?

Expiration and fee treatment will comply with applicable federal and state law. Any applicable terms will be disclosed with the gift card.

Is store credit the same as a gift card?

No. Purchased gift cards, promotional credits, and return-related store credits may have different terms.

Products & Specifications

Are ODL Grills made from stainless steel?

ODL premium grill products use **304 stainless steel in specified major components**, depending on the model.

Why might my grill look slightly different from website photographs?

Product photographs are intended to accurately represent the product, but minor differences in finish appearance, lighting, screen settings, manufacturing revisions, or non-material product improvements may occur.

Can product specifications change?

ODL Grills may make product improvements or specification updates. Customers and installers should always use the **current installation documentation for the exact model being installed**.

Customer Service

How will ODL Grills contact me about my order?

We may send transactional communications regarding payment, order confirmation, preorder or backorder status, shipping, delivery, returns, warranty claims, recalls, or other important product information.

Can I opt out of promotional emails or text messages?

Yes. Marketing communications can be unsubscribed from using the applicable unsubscribe or STOP method. Transactional communications necessary to complete or service an order may still be sent.

Where can I find ODL Grills' full policies?

Complete policies will be available through **www.odlgrills.com**, including Terms & Conditions, Privacy Policy, Communication Policy, Shipping & Delivery Policy, Return & Refund Policy, Preorder & Backorder Policy, Gift Card & Store Credit Policy, and Limited Warranty & Protection Plan Terms.

Still Need Help?

ODL Grills
Built for Better Moments
www.odlgrills.com
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FAQ effective date: October 2026. This FAQ is informational and does not replace the controlling ODL Grills Terms & Conditions or other applicable policies.