

## TERMS AND CONDITIONS

Phantom Mfg. (Int'l) Ltd. warrants solely to the original purchaser of Phantom Screens that the screen purchased shall be free from defects in materials and workmanship under normal use as long as the screen remains at its installed location and is owned by the original purchaser. This Limited Warranty does not apply to: (a) mesh and mesh components; (b) clear and colored vinyl materials; (c) asserted defects caused by modification, misuse, abuse, or improper maintenance of the screen; (d) asserted defects involving subjective personal likes or judgments; (e) defects asserted by any purchaser who did not purchase the screen from an Authorized Phantom Distributor or Dealer in the United States of America or Canada; (f) specific components as outlined below:

### **Motors and manual gears, electrical and electrical**

**accessories:** On items sold from January 1, 2024 onwards, Phantom Mfg. (Int'l) Ltd. warrants the electrical motors and manual gears for a period of seven years\*, commencing from the date of satisfactory installation for the original purchaser, against failure under expected normal use. Warranty is void if the electrical motor or electrical components are exposed to water, acts of God or abnormal conditions.

The costs of removal, shipping, and installation of the included materials are under warranty for a period of two years from the date of original installation by an Authorized Phantom Distributor or Dealer.

*(\*For sales prior to January 1, 2024, this warranty was 5 years)*

## LIMITATION ON OBLIGATIONS

The obligations of Phantom Mfg. (Int'l) Ltd. hereunder are limited to repair or replacement (at our sole option) of included parts of the screen found to be defective under this Limited Warranty. In no event shall Phantom Mfg. (Int'l) Ltd. be liable for damages of any type, including, but not limited to: economic loss; or any indirect, punitive, special, incidental, or consequential damages of any type, including, but not limited to, time, wages, or lost profits, of any nature or kind, or for damages to or loss of property, whether caused by negligence or otherwise.

Any implied warranty, including, but not limited to, the implied warranty of merchantability and the implied warranty of fitness for a particular purpose, is hereby limited in duration to that of the express limited warranty contained in this document unless a shorter period is permitted by law. This document sets forth the entire liability of Phantom Mfg. (Int'l) Ltd. with respect to its' retractable screen products.

Some states do not allow limitations on how long an implied warranty lasts or the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you.

## NO OTHER EXPRESS WARRANTIES

The Limited Warranty set forth herein constitutes the entire express warranty and representation of Phantom Mfg. (Int'l) Ltd. with regard to its screen products. This Limited Warranty shall be controlling over any conflicting terms and conditions of any purchase orders, contracts or invoices which may be executed in connection with the purchase of Phantom Screens products. No representation or warranty made by any Phantom distributor, dealer, agent, representative, or employee shall be binding to you or Phantom Mfg. (Int'l) Ltd. other than as set forth herein.

### CORPORATE OFFICE

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**PHANTOM<sup>®</sup>**  
S C R E E N S

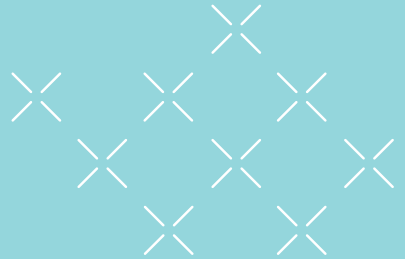


RETRACTABLE SCREENS  
WARRANTY

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Making lives better

## ONE SCREEN AT A TIME



Congratulations! You've just purchased a retractable screen by Phantom, the leading provider of retractable screens for windows, doors and large openings. Crafted from the finest materials and assembled by hand, we have taken the greatest care to give you the best products available. We take real pride in creating screens that will enhance the lives of our customers by bringing an added level of comfort, elegance and versatility to your living spaces.

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## Experience the PEACE OF MIND

Our Limited Lifetime Warranty protects your investment and gives you peace of mind so you'll enjoy your retractable screen for years to come.



**INDUSTRY-LEADING  
LIMITED LIFETIME  
WARRANTY**

Please register your warranty with your Phantom Screens Representative or online at [phantomscreens.com/warranty](https://phantomscreens.com/warranty)

### LIMITED LIFETIME WARRANTY

**Our Limited Lifetime Warranty covers the screen components (excluding mesh and vinyl) to the original purchaser for the lifetime of their home. It also includes a labor warranty that covers the delivery and installation of the warranted components for the first 24 months.**

If your screen develops a problem you believe is covered under warranty, call your local Phantom Authorized Distributor or Dealer at 1-888-PHANTOM.

### CLAIM PROCEDURE

- 1 Contact your local Authorized Phantom Distributor or Dealer for service
- 2 Include proof of purchase with your claim details
- 3 Phantom Mfg. (Int'l) Ltd. will review the description of the asserted defect, examine the screen if necessary, and make service, repairs and replacements as appropriate under this Limited Lifetime Warranty

If you are not satisfied with the service you receive at any point during the claim process, please contact us directly at [phantom@phantomscreens.com](mailto:phantom@phantomscreens.com) or **1-888-444-4142**.