

If you believe you have a warranty covered problem or issue please follow the procedure listed below.

**DO NOT SEND GOODS BACK UNTIL TOLD TO DO SO**

our shipping department will refuse delivery of any unauthorized shipments

**SUBMISSION BY MAIL:**

You will need to include a written statement describing the problem, a copy of your original receipt from CSW -or- a copy of the original receipt from firm who purchased the goods from us for you. Photographs should be included if possible. Submit all as 1 package addressed to: CSW, Inc. Warranty Claims P.O. Box 4578 Yalesville, CT 06492.

**SUBMISSION BY EMAIL:**

You will need to include a written statement describing the problem, a copy of your original receipt from CSW -or- a copy of the original receipt from firm who purchased the goods from us for you. Photographs should be included if possible. Submit all as 1 email w/t attachments to warranty@connscreen.com

**UPON OUR RECIEPT OF YOUR CLAIM SUBMISSION:**

- 1) We will contact you by phone to advise we have received your claim.
- 2) We will initiate a review of your claim and original order documentation.
- 3) Based upon your claim and order documentation we may issue a return authorization and claim number or deny the claim. In all cases our response will be in writing.

**Connecticut Screen Works, Inc.**

- Corporate Offices -

P.O. Box 66

Northford, CT, 06472

(203) 741-0859

www.connscreen.com



**Service Provider Nearest You:**

*Independent Installers, Factory Authorized Dealers and Service Centers are independently owned and operated.*



**Proudly Manufactured in Wallingford, CT  
- United States of America -  
By Connecticut Screen Works, Inc.**

# Standard Limited Warranty

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DATE OF PURCHASE: \_\_\_\_\_

ORDER NUMBER: \_\_\_\_\_

**PLEASE KEEP WITH YOUR SALES RECIEPT**

# Limited Warranty

During the first year after the date of original purchase Connecticut Screen Works, Inc. (hereinafter referred to as "CSW") will, free of charge, repair or replace any parts, which are defective in material or workmanship due to normal use. Ready access to product is the responsibility of the Product owner. All transportation and handling (to and from CSW, Inc.), as well as labor costs to diagnose, repair or replace such defective parts are not covered by this limited parts warranty and are the Product owner's responsibility. CSW will not be responsible for any other associated or additional costs including, but not limited to, costs associated with the removal, installation and/or reinstallation of the Product in question. In the event of any required parts replacement within the period of this warranty, CSW replacement parts or parts supplied by a CSW approved manufacturer shall be used and will be warranted only for the period remaining on the original warranty. Use of any other replacement parts shall void this warranty with respect to the entire item or installation in question.

This limited warranty, as with most other home products, fixtures and appliance manufacturers' warranties, is based on time, not usage. This limited warranty does not cover failure to function or any damage(s) whatsoever resulting from or caused by, without limitation to, unreasonable or improper use, abuse, misapplication, or damage inflicted by you, a shipper or any other third party, or improper installation, failure to provide reasonable and necessary maintenance, failure to follow written installation and operating or maintenance instructions provided with Product, if any. If the unit is put to commercial, business, rental, or other use or application other than for consumer use, we make no warranties, express or implied, including but not limited to, any implied warranty of merchantability or fitness for particular use or purpose. It is the responsibility of the consumer to establish the original purchase date for warranty purposes. We recommend that your bill of sale or invoice be kept for that purpose.

CSW is the Product manufacturer not the Product installer. This limited warranty does not cover, in any manner or form whatsoever either whole or in part, the installation of Product or any failure to function or any damage(s) whatsoever resulting from or caused by or from the installation or improper installation of Product.

Screen materials, sunshading materials, PVC films or other applied films as well as all styles and types of glass or acrylics installed in the Product by means of direct installation or by use of removable frames (inserts) have no warranty whatsoever.

**THE REMEDIES PROVIDED FOR IN THE ABOVE EXPRESS WARRANTY ARE THE SOLE AND EXCLUSIVE REMEDIES, THEREFORE, NO OTHER EXPRESS WARRANTIES ARE MADE. ALL IMPLIED WARRANTIES, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR USE OR PURPOSE, ARE LIMITED IN DURATION TO ONE YEAR FROM THE DATE OF ORIGINAL PURCHASE. IN NO EVENT SHALL CSW, INC. BE LIABLE FOR INDIRECT, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, EVEN IF ADVISED IN ADVANCE OF THE POSSIBILITY OF SUCH DAMAGES. NO WARRANTIES, EXPRESS OR IMPLIED, ARE MADE TO ANY BUYER UPON RESALE.**

Some states do not allow limitations on how long an implied warranty lasts or do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you. This warranty gives you specific legal rights, and you may also have other rights, which may vary from state to state.

No warranties are made for units sold outside of the United States of America.