

Old Goats, Inc. and Screendoors.com

Warranty Return Policy - Screen Doors

Main Items Not Eligible For Return

- Any unfinished, warped or twisted screen door after 15 days of receipt.
- Custom Screen Doors (i.e. products that are built-to-order or any item labeled non-returnable on the product page of the Website).
- Return Shipping Charges back to screendoors.com
- Special purchases, including: Custom sizes, Custom Designs, Daily Deals, clearance items, inventory sale items, custom quotes, special discounts, etc.
- Any item that is not in resalable condition.
- Any item not accompanied by a Return Goods Authorization number (RGA#) issued by us.
- Any item that is not in the original box.
- Large orders: (Orders containing 6 or more doors and/or with an invoice total greater than \$2,500). When ordering large quantities, we suggest ordering a sample for evaluation.
- Any item not purchased from screendoors.com.
- SEE COMPLETE DETAILS IN OUR - "Limited "Satisfaction Guaranteed" Warranty"

You must obtain a Return Goods Authorization (RGA) number from Customer Support before returning a product. The phone number is 800.404.8279. Products returned without an RGA number are not processed and will be returned to you.

- Proof of purchase is required to get warranty service.
- Return shipping is prepaid by the customer.
- International customers may be subject to duties, taxes and brokerage fee. Customers are responsible for fees incurred.

Limited "Satisfaction Guaranteed" Warranty (in brief)

SCREENDOORS.COM products are covered by a limited liability warranty from defects in material and workmanship. In short, this warranty does not apply if, in the judgment of SCREENDOORS.COM AND IT PARENT COMPANY OLD GOATS, INC., the product fails due to damage from shipment, handling, storage, accident, abuse or misuse, or if it has been used or maintained in a manner not conforming to product's instructions, has been modified in any way, or any warped or twisted screen door after 15 days of receipt. The maximum liability of SCREENDOORS.COM is the product purchase price plus shipping one way. For details, refer to our complete "Limited "Satisfaction Guaranteed" Warranty

Warranty Replacement Procedure

Do not ship your defective product back to SCREENDOORS.COM before contacting customer support.

1. Obtain a Return Goods Authorization (RGA) number by contacting customer support.
2. A customer support agent will do troubleshooting to see if the product is defective and within our Warranty. If it is, then this information is required:
 - Your contact information
 - Proof of purchase
 - Credit card information for optional shipping services
3. First the Customer Support Representative will determine if repairs could be done locally, by subcontract, prepaid by us (Old Goats, Inc.).
4. If we cannot arrange a local repair, the Customer Support Representative will provide you with an RGA number and return shipping information. Please be sure to write this down.
5. Package product securely in its original packaging. Do not include non defective components, screens, clips, literature etc. We will only replace or repair the defective item. Include your contact information with your name, address, phone number, and RMA number inside the package.
6. Send the product to the RGA fulfillment address given by customer support. Clearly write your RMA number on the outside of the package you are returning. **Customers are responsible for return freight charges; we will refund these charges if we determine the defect is within our warranty guidelines.** We suggest using a carrier that provides tracking information. Screendoors.com is not responsible for packages lost in transit back to us. The replacement or repaired product is shipped by ground back to you with shipping charges prepaid us. Expedited shipping may be available at extra cost.

For status of an already issued RMA, call in the U.S or Canada: (800) 404-8279

What is the Warranty on my Replacement Unit?

Warranty on the replacement unit continues from the new received date of shipment and will be extended for the number of whole days that the product had new.

"Out of Warranty" Products

If your product is not covered under warranty, we offer Repair Services for a fee. In brief our warranty only covers failures due to defects in materials or workmanship. Warranty does not apply if, in the judgment of screendoors.com, the product fails due to damage from shipment, handling, storage, accident, abuse or misuse, or damage that is attributable to acts of God, or if it has been used or maintained in a manner not conforming to product manual instructions, has been modified in any way. See complete details of "Limited "Satisfaction Guaranteed" Warranty.