



Phoenix Design & Manufacturing 6215 Aluma Valley Drive Oklahoma City, OK 73121 Toll Free 888-789-2550

LIMITED WARRANTY

Phoenix Design & Manufacturing extends a Limited Warranty to the original purchaser that the products are free from defects in workmanship and/or materials only, whereby Phoenix Design & Manufacturing will replace any warranted product to the original consumer/purchaser if the product fails due to workmanship and/or materials within the Limited Warranty period. To be eligible for Limited Warranty protection the Phoenix Design & Manufacturing products must remain intact, free from physical abuse, and not subject to improper installation. This offer does not constitute in any way a product guarantee and Phoenix Design & Manufacturing does not hereby assume any obligation of any kind whatsoever beyond sending a free replacement product.

Phoenix Design & Manufacturing believes our products will last well beyond the Limited Warranty period under proper operating conditions. The Limited Warranty period is product dependant and are as follows:

- *Stainless steel products have a one year limited warranty*
- *Acrylic products have a thirty day limited warranty*
- *Lights and electrical components – We will honor the manufacturer’s warranty policy and time limits*
- *All other product may be eligible for replacement if the failure is deemed to be due to a defect in workmanship and/or material within one year*

The replacement of defective product is made at the discretion of Phoenix Design & Manufacturing. The defective part must be returned freight prepaid to Phoenix Design & Manufacturing following the RMA procedures for replacement part consideration. If determined to be defective, the replacement part will be returned freight prepaid. Items received will not be returned.

STOCK RETURNS

Returned merchandise must be in a saleable condition and returned following the RMA procedures. Accepted returns are subject to a 20% restocking charge and must be returned freight prepaid. All purchases are considered final after one year. Annual Stock Returns may not exceed 10% of total purchase from the previous calendar year.

RETURN GOODS AUTHORIZATION (RMA) PROCEEDURES

Customers can receive a Return Materials Authorization (RMA) number by speaking to a Customer Service Representative. Merchandise will not be accepted without prior authorization. The RMA number must be referenced on the outside of the box or it will not be accepted for return.

To obtain an RMA number, please provide the following:

- *Purchase order number*
- *Sales order number*
- *Date of purchase*
- *Quantity*
- *Reason for return*

Returned merchandise will be processed in a timely manner.