

ProjectoScreen Warranty Policy (USA only): ProjectoScreen warrants its products to be free from manufacturer defects in materials and workmanship for a period of two (2) years from the date of purchase by the original purchaser. ProjectoScreen's sole obligation under this warranty shall be to replace the defective part of the merchandise. This warranty does not apply to products showing evidence of misuse, abuse or accidental damage.

ProjectoScreen Return Policy:

ProjectoScreens must be returned using the pre-paid shipping label provided by Visual Apex Customer Service. You must email customerservice@visualapex.com for a return authorization number. Original packing, accessories and manuals must be included. The original UPC Codes must be intact and no writing or excessive wear and tear on packaging. ProjectoScreens that do not meet these conditions are not returnable. ProjectoScreens that do not have an approved Return Authorization Number will be refused. ProjectoScreens that do not use the pre-paid shipping label will be refused. Upon Visual Apex receiving and evaluating the ProjectoScreen, you will receive a credit for the purchase price less a \$50 shipping and handling return fee.

NO LIABILITY IS ASSUMED FOR EXPENSES OR DAMAGES RESULTING FROM INTERRUPTION IN OPERATION OF EQUIPMENT, OR FOR INCIDENTAL, DIRECT, OR CONSEQUENTIAL DAMAGES OF ANY NATURE.

Missing Parts must be reported within 15-days of invoice. If reported after 15 days, customer will be responsible for shipping and handling fees.

In the event that you are missing parts or there is a defect in the materials or workmanship of a Vapex screen, you may contact the Visual Apex Customer Service Department to request warranty service by calling 800-883-7495 or by e-mailing customerservice@visualapex.com.

View screen assembly and installation directions - [Click here](#).

Website: <http://www.visualapex.com>

Manufacturers' warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from. Please review the warranty carefully, and contact the manufacturer if you have any questions.