



## WARRANTY POLICY OVERVIEW

### **FAN-TASTIC VENT PRODUCT**

The Following Guidelines Apply To All Work Done on our Fan-Tastic Vent Products

Effective January 1, 2013      Parts and Labor - 2 Years  
Additional part only warranty - another 5 years. but freight charges would apply.  
Lifetime on Dome, but after 4 years then freight charges would apply.

### **CREATE-A BREEZE PRODUCT/ENDLESS BREEZE**

The Following Guidelines Apply To All Work Done on our Create-A-Breeze Products

Effective January 1, 2013      Parts and Labor - 1 Year

### **ULTRA BREEZE COVER**

Effective January 1, 2013      Parts and Labor – 3 Years

1. Refer any warranty claim directly to Fan-Tastic Vent (FTV) at 1-800-521-0298, 8:00 a.m. to 5:00 p.m. EST, Monday through Friday or fax directly to our warranty team at 574-206-9713.
  - a. All claims must be accompanied by model number, date of purchase or retail sale and location in coach of defective vent/fan. FTV requires a clear, concise description of defect.
2. FTV will determine parts necessary to repair defective claim and ship them prepaid UPS ground. NOTE: IF PROJECTED REPAIR TIME EXCEEDS .7/HRS. SHOP TIME, FTV MAY ELECT TO SHIP ENTIRE REPLACEMENT VENT/FAN. The decision to replace entire vent/fan rests with FTV. Vent/fan replaced without proper authorization deemed mechanically and electronically sound by FTV will generate labor claims reductions, denials and/or charges for non-salvageable parts.
3. A return authorization (RMA) number must be acquired from FTV prior to returning any parts.
4. FTV will issue credit on the account or a check for warranty claim parts and/or labor at current published prices upon receipt of:
  - a. Defective parts, when requested.
  - b. Satisfactory completion of repairs signed by customer.
  - c. Invoice for authorized shop time at reasonable, published rate/hour
  - d. FTV will pay/credit at currency exchange rates in effect at time of service.
5. Customer will be advised of discrepancies in parts received (in writing upon request) and hold for 60 days from date of receipt. Upon resolution of discrepancy, credit/check will be issued within 30 days.
6. Parts are not required to be returned from Canada.