



WARRANTY

Lifetime Warranty

Fenetex offers a lifetime warranty against manufacturing defects on extruded, fabricated, and cast aluminum components, proprietary components, and the welded seams on screens. Lifetime means as long the system or compatible systems are in production and parts are available.

Motors & Motor Operators and Other Components

Fenetex offers a 5-year warranty on all Fenetex Smart Motors and operators. Somfy offers a 5 year warranty on their motors and operators. Fenetex Inc. offers a 5-year warranty against manufacturing defects on all non-electronic and non-proprietary components.

Paint Finish

Fenetex offers a 5-year warranty on all standard paint finishes when installed more than 1 mile from a coastline. Fenetex offers a 3 year warranty on all standard paint finishes when installed less than 1 mile from a coastline. Custom paint finishes are excluded from this warranty. Paint finish is considered a warranty item when more than 20% of the total painted area is affected.

Fabric

Fenetex offers a 5-year UV stable warranty on all standard insect and shade fabrics, and a 3-year UV stable warranty on clear vinyl. Hurricane fabrics carry a 10 year UV stable manufacturer's warranty. UV stability warranty protects against significant loss of strength, discoloration or a screen becoming unserviceable due to UV exposure. Some fabrics will be warranted by their manufacturer for up to 10 years.

Repairs

Components that have incurred damage that, at Fenetex's sole discretion, has been deemed to be not covered by the warranty can be returned to Fenetex for repair or replacement at reasonable costs. Any items returned for repair must be clean and dry to be processed in our machines. Soiled items will be discarded or returned at sender's cost.

Disclaimers and Exclusions

Fenetex is not liable for any injury, loss or damage, whether direct and/or unintended, arising out of the use, improper use of, or the inability to operate products made by Fenetex. This warranty also does not cover loss or damage resulting from improper assembly, improper installation, damage sustained by water, fire, wind events, neglect, misuse, corrosion, mold or mildew, wear and tear, exposure to non-recommended chemicals, or Acts of God. Additionally, in no case shall Fenetex be liable for damages in excess of the cost of the screen system. This Warranty is not transferable to subsequent owners.

The components replaced according to the terms of this warranty shall become the property of Fenetex. The warranty claimant is responsible for all shipping and installation costs associated with a warranty claim. Claims covered by this warranty shall be made in writing to Fenetex. Fenetex reserves the right to repair or replace components at its sole discretion. The preceding warranty is exclusive and instead of all other warranties of quality, whether written, oral, or implied.