

# GhostBlind Industries, Inc., Warranty

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**Objective:** GhostBlind Industries is committed to meeting or exceeding customer expectations. In support of providing quality products and services, GhostBlind Industries has implemented the following Warranty Policy.

**Warranty Period:** Our products carry a Limited 90 Day Warranty, pursuant to which GhostBlind Industries guarantees your product to be free of defects in materials and workmanship for 90 Days from the original purchase. If any component of a warranted product proves to be defective during the term of the warranty, we will repair or replace the defective component or product (at our option) free of charge. (GhostBlind Industries products purchased by consumers outside North America are not included in this warranty, but are covered under separate warranties issued by GhostBlind Industries international distributors. Please call your local international distributor for details.) This warranty is not valid if the product has been abused or mishandled, if unauthorized repairs have been attempted or performed, or the alleged defect in the product is due to normal wear-and-tear.

The above repair-or-replace warranty is our sole express warranty concerning our products.

Any implied warranty, including any implied warranty of merchantability or fitness for a particular purpose, is hereby limited to 90 Days of the original purchaser. Some states do not allow a limitation on how long an implied warranty lasts, so the above limitation may not apply to you.

We specifically disclaim special, indirect, or consequential damages (including lost profits), which may result from a breach of any warranty associated with our products. Should the repair-or-replacement remedy fail to provide you with a product in compliance with any existing warranty, your remedy will then be a refund of the purchase price of the product. Some states do not allow the exclusion or limitation of consequential damages, so the above limitation or exclusion may not apply to you.

This warranty gives you specific rights and you may have other rights that vary from state to state. GhostBlind Industries reserves the right to change product specifications or to discontinue products without prior notice.

**Exclusions to Warranty:** Any scratches, pits or marks on the mirror surfaces. Accidental breakage, bending, scratching and tearing and/or defects caused by operator misuse and/or abuse.

**How and where to Send Product in for Repair:** All defective products need to be sent directly to GhostBlind Industries per the instructions below and NOT to the Dealer or Retail Store where purchased.

**Shipping:** Prior to returning GhostBlind Industries products, a Return Merchandise Authorization (RMA) number must be obtained from GhostBlind Industries by calling (877) 751-4868. GhostBlind Industries will provide the shipping address at that time. Please document the RMA# on the outside of the package to expedite the return process.

**Notice:** Packages that arrive without the RMA# will be refused and returned to sender.

We recommend that you ship your product to us by a traceable parcel service, such as Fed Ex or UPS. We also recommend that you insure the shipment against loss. Many carriers automatically insure packages up to a certain nominal amount, typically \$100. Please check to see if the insurance provided by the carrier is adequate to cover the replacement value of your product. GhostBlind Industries is NOT responsible for LOST or DAMAGED shipments.

**Packaging:** If possible, ship the product in its original packaging. Please be sure to wrap the package securely to prevent damage and use filament-strapping tape on the outside of the package. Again, using a traceable parcel service to package and ship is recommended.

### **What to Include:**

- Identify the Return Merchandise Authorization number (RMA#) below the ship to address on the package.
- A short note explaining the reason you are sending the product in for repair.
- Your daytime phone number.
- An address for returning your product to you. (No PO boxes please.)
- A copy of your receipt for proof of purchase.

**Repair Process:** After receiving your returned product, a repair technician will evaluate your product to determine what repairs are needed and whether or not your product is covered by warranty. If the product is covered by our warranty, you will receive no additional correspondence and we will either repair or replace your product, at our option. If, however, your product is no longer covered by our warranty, one of our technicians will provide you with an estimate of the cost to repair or replace your product, including return shipping. You will have 20 business days to respond and either accept or decline the recommendation. If you accept the recommendation for repair or replacement you will need to provide the payment requested before we will commence work on your product. Payment can be made in the form of a check, money order, or if you prefer, by approved Credit Card. If you decline the recommendation for estimated repair cost and do not provide payment for return shipping; and/or you do not respond within the 20-business day period, we will dispose of the un-repaired product with no further correspondence or obligation from GhostBlind Industries.

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