True Phantom Solutions Inc.
787 Ouellette Avenue
Windsor, Ontario, Canada, N9A 4J4
info@truephantom.com

PRODUCT WARRANTY POLICY

True Phantom Solutions provides a **2-year limited warranty** with all its manufactured products. This warranty covers the repair or replacement of a product against manufacturing defects, flaws produced by a manufacturer error, or defects caused during production.

1. Warranty Coverage

1.1 Warranty does not cover defects caused due to abuse, misuse, incorrect installation, insufficient data provided for design, acts of God, natural disasters, terrorism, pandemics, etc. Nor does it extend to products repaired or altered outside of the manufacturer's facilities.

2. Shipment Process

2.1 Any product requiring return/replacement needs pre-approval from TPS via email. Please initiate the return process by contacting our customer service team at info@truephantom.com.
2.2 The cost of shipment, to and from TPS facilities, for standard products will be covered by TPS. For custom products, the shipment costs, to and from TPS facilities, are to be covered by the customer.
2.3 To initiate a return, please provide us with the invoice number of the order along with clear pictures/videos showcasing the defect(s) and a written description via email. Our team will provide you with an RPA (Return/Replacement Product Authorization) number.
2.4 The returned product must be packed in the original case (if provided) or one with comparable protection. Return the product freight prepaid and with the RPA clearly marked on the returned package label.
2.5 Please note that TPS will not be held liable to any damage incurred during return shipment due to poor packaging.

3. Inspection and Repair

3.1 Once received, we will inspect the product and provide you with an estimate time for repair or a replacement as needed. The buyer is responsible for inquiring and confirming this from TPS.
3.2 If the product does not exhibit any manufacturing defects, extra shipping fees and handling charges will be applied to send the product back to you.
3.3 TPS will cover the repair, replacement, or modification cost to the phantom to prevent the same defects from occurring again.

4. Products Past Warranty

4.1 If your product is past its warranty or damaged due to any reason other than defects covered by TPS warranty, please reach out to us at info@truephantom.com and we will provide you with an estimate for the repair cost of the product.

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5. Policy Change for Third Party Sellers

5.1 Please note that products purchased from other third-party sellers (not official distributors) are NOT eligible for a TPS Product warranty.
5.2 Products purchased from official distributors may offer different or altered timelines. Kindly reach out to the distributor to initiate and discuss any warranty claims.

Policies are subject to change at any time and customer agrees to these terms when submitting an order to True Phantom Solutions.