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## WARRANTY CLAIM REQUEST FORM

### CUSTOMER INFORMATION

Name: \_\_\_\_\_ Purchase Date: \_\_\_\_\_  
Address: \_\_\_\_\_  
City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_  
Phone: \_\_\_\_\_ Email: \_\_\_\_\_  
Original Invoice Number: \_\_\_\_\_ Original Job Number: \_\_\_\_\_

### PRODUCT INFORMATION

Description of Product: \_\_\_\_\_  
Track Color: \_\_\_\_\_ Fabric Type: \_\_\_\_\_  
How many screen units in total were installed at the site: \_\_\_\_\_  
Please describe the nature of the problem: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
Please describe troubleshooting techniques attempted: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

### LIMITED WARRANTY/DISCLAIMER OF WARRANTY

PLEASE refer to the LIMITED WARRANTY/DISCLAIMER OF WARRANTY to ensure you qualify under the warranty guarantees offered by Fenetex. Failure to follow proper timelines and procedures may nullify your warranty claim. If the issue is found to be outside of the warranty coverage, costs (repair, shipping, travel) will be incurred by the customer.

By signing below, I attest that the above information is correct and complete:

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

### ADDITIONAL INFORMATION

Please email this completed form and PHOTOGRAPHS OF THE PROBLEM IF POSSIBLE to [support@fenetex.com](mailto:support@fenetex.com).