

Warranty Statement and Return Policy

WARRANTY STATEMENT

Should there be evidence of a potential warranty issue within the specified warranty period, MaestroShield® will follow its standard procedure to ensure that a new product is sent to the MaestroShield® Dealer who originally purchased the product. The defective part must be returned to MaestroShield® for evaluation within 30 days of the warranty replacement. Should more than 30 days elapse or should the product evaluation prove the malfunctioning of the product was the result of any aforementioned items, the Dealer will be notified of the point of failure and subsequently charged the cost of the replacement part.



Electronics are covered by a Full 2 Year 100% Replacement Warranty.

The following components are covered by a full 2 Year Replacement Warranty: manual gears; universals; mounting plates; idlers; spring blocks; crown and drive gears; brush seals and gaskets; plastic parts (entry guides, conic stopper, hole caps).



Tubular Motors with built-in receivers are covered by a Full 3 Year 100% Replacement Warranty.



All other Tubular Motors are covered by a Full 5 Year 100% Replacement Warranty.



Maestran™ is covered by a 7 year full warranty.



Powder Coating Warranty on Extrusions and Castings - AAMA 2603 (Interpon) D1010—
10-year nationwide; 1-year marine environment (within 1 mile of coastal shoreline)



All warranty claims on fabrics are administered by fabric manufacturer. Please contact fabric manufacture for details on warranty coverage information. MaestroShield assumes no responsibility for claims made on defective and/or malfunctioning fabrics either separately or as a component of a MaestroScreen assembly.

RETURN POLICY

Sale of ALL custom-made orders are final and are limited to repair or replacement (at our sole option) of included parts of the screen found to be defective under this Warranty Statement. In no event shall MaestroShield be liable for damages of any type, including, but not limited to: economic loss; or any indirect, punitive, special, incidental, or consequential damages of any type, including, but not limited to, time, wages or lost profits, of any nature or kind, or for damages to or loss of property, whether caused by negligence or otherwise.

IMPORTANT

Warranties do not cover any damage to MaestroShield® products that result from improper installation, accident, abuse, misuse, natural disaster, insufficient or excessive electrical supply, abnormal mechanical or environmental conditions, lightning or any unauthorized disassembly, repair or modification. Warranties do not apply to any product on which the original identification information has been altered, obliterated or removed, has not been handled or packaged correctly, has been sold second hand or has been sold contrary to the United States export regulations without consent from MaestroShield®.

PLACING A CLAIM

To place a warranty claim, contact MaestroShield Customer Service at +1 (239) 596-8883 or toll free (866) 549-0269. All defective materials must be returned for evaluation within 30 days of replacement or dealer will be billed for replacement.

MaestroShield®
Protection Like No Other



Corporate Profile

Successfully founded on the three stars of Quality, Price and Delivery, MaestroShield® is the most rapidly growing supplier of exterior screen and shade, interior shade, hurricane protection, security shutters, electronics and tubular motors. MaestroShield® is an innovative design, engineering and manufacturing and supply company. All products are designed and developed in-house by Swedish and American engineers using only the highest quality materials. Quality assurance is the hallmark of our manufacturing philosophy. All of our aluminum extrusion, casting, motor and electronic manufacturing facilities are ISO 9001 certified. Our aluminum factory produces more than 200,000 metric tons of extrusion per year and our tubular motor factory produces over one million UL and CE motors annually. MaestroShield® is a member of the Aluminum Association of Florida and the International Hurricane Protection Association with our structural certification through the National Accreditation and Management Institute (NAMI). Our products have been rigorously tested and we hold approvals by the Miami Dade Building Code, The Florida Building Code and the Texas Department of Insurance.

Our commitment to engineering excellence and production is surpassed only by our commitment to complete customer satisfaction. Our International network of dealers is supported with quick and accurate in-house engineering, 24/7 technical support, sales and marketing support and a full range of training.



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1450 Rail Head Blvd. Naples, FL 34110
Phone +1.239.596.8883 • Fax +1.239.596.8823
24 hour technical support/Customer Service +1.239.206.9115
www.maestrosshield.com