2-Years Limited Warranty Against Manufacturer Defects

True Phantom Solutions Inc. (TPS) Products Limited Warranty

- The TPS products are guaranteed to be free from defects in material and workmanship, under normal use, for a period of two years after the date of shipment.

- This warranty covers the repair or replacement of a product when it is sent prepaid to TPS. TPS does not assume liability for installation, abuse, alteration, insufficient application data provided for a design, or misuse.

- We are responsible for the condition of our product. We would love to help you resolve any issues. Please let us know if you have received any defective items by contacting us at info@truephantom.com

- All custom orders require a minimum of 50% down payment and are non-refundable once complete. All Sales on custom orders are final.

Who qualifies?

- TPS customers who buy directly from True Phantom Solutions Inc.

- Products purchased from other third-party sellers are NOT eligible for a TPS Product warranty. Product. Purchase from other channels may offer different or altered warranties.

What qualifies?

- Valid only for items with manufacturing defects, flaws produced by a manufacturer error, or defects caused during production.

- Products must be in their original storage case (if provided) or one with comparable protection.

Returns/Replacements

- Any product requiring a return/replacement (for warranty or non-warranty repair) should get pre-approval from TPS prior to shipment.

- Contact the TPS customer service department at info@truephantom.com to obtain an RPA (Return/Replacement Product Authorization) number. The RPA number should be clearly marked on the returned package label, packing list, or shipping document.

- The customer must send us clear pictures and/or videos of the defect area(s) and describe the damage in written form. An Invoice number must always be used in correspondence while referring to the order and its components.

- The logistic arrangement will be discussed after an investigation of the problem by seeing the pictures and reading the matter described.

- Return product freight prepaid in its original storage case (if provided) or one with comparable protection. TPS will not accept return shipments sent for freight collection.

- Product damage incurred during the return shipment from poor packing will not be warranted by TPS.

- This warranty does not cover cosmetic damage or damage due to acts of God, accident, misuse, abuse, negligence, commercial use, or modification of, or to any part of the Product. This warranty does not cover damage due to improper operation or maintenance, connection to the improper voltage supply, or attempted repair by anyone other than a facility authorized by TPS to service the Product.

- This warranty does not cover Products sold AS IS or WITH ALL FAULTS or consumables (such as fuses or batteries).

- The turnaround time of repair or replacement of the broken parts will be estimated after the investigation of the cause is completed. The buyer is responsible for inquiring and confirming this from TPS.

- In some cases, delivery of the items can experience delays due to delayed design approvals by the buyer or late arrival of raw materials/parts/components.

- The buyer hereby agrees not to hold TPS and their respective officers, director, employees, or agents responsible for delays beyond the TPS's control. Order cancellation will not be entertained because of delays beyond the TPS's control, including but not limited to delays caused by TPS's supply chains or associated shipping companies.

- Upon request, TPS can provide a written explanation to support the reasons for the delays.

- Furthermore, the buyer agrees not to hold TPS responsible for the delays caused by natural disasters, terrorism, pandemics, etc., which may affect the timing of the delivery.