

Skylight Solutions

Terms and Conditions of Sale

Warranty:

For all products sold by Skylight Solutions we will provide the manufacturers written warranties. Buyer shall give notice of any defect to Skylight Solutions or the manufacturer within thirty days of discovery of such defect.

Skylight Solutions will correct any installation deficiency on skylights we install for a period of ten years from the date of installation.

Return Policy:

Skylight Solutions will exchange or refund most store items with a receipt within 30 days of purchase. Product must be in resalable condition and in the original packaging. No refund on special order product. Product returned after 30 days is subject to a 20% restocking fee.

Service Policy:

Skylight Solutions stands behind its warranty 100%. If the service call is installation related, Skylight Solutions will perform the repair at no charge. If the need for repair is caused by re-roofing, having an unqualified person install the product, leaks unrelated to the product, or for any reasons that are not the fault of the installer, Skylight Solutions will charge for the work performed. Skylight Solutions will not be responsible in any manner for work performed by another contractor unless approved in writing by an office of the company. Skylight Solutions charges a \$75.00 service charge plus \$75.00 per hour for any non-warranty related repairs. There is a one-hour minimum.

After the installer inspects the product, they will report the cause of the problem to the customer. If it is covered by the warranty, they will make the repair at no charge. If not, the installer will provide an estimate. This is only an estimate and charges could exceed the amount. The customer's approval of the service estimate will authorize the installer to proceed with the repair. If the customer does not approve the service estimate on a non-warranty repair, the one-hour minimum service charge of \$75.00 will apply.

We want our customers to be 100% satisfied with any products we sell and any services we provide. We offer this repair service to the public in order to insure the best performance and satisfaction from any product we sell. If you have any questions about our warranty or service policies, please call us at 972-263-6033.