



Syron Industries Service Policy

Any damages resulting from our shipping will have to be reported to us within **ONE** day of the signed delivery unless otherwise noted.

We will **Not Accept Any Returns** on custom orders and non-stock merchandise.

Any products being returned from a dealer must be accompanied by a Return Authorization Form issued by Syron Industries. Syron drivers will not be allowed to pick up products without an authorization form approved by the customer service department prior to their next delivery.

All warranty claims and service requests must be mailed or faxed in to the customer service department at Syron Industries using **our Warranty Claim Form**. No claims will be accepted without the proper information, such as a Syron order number, proof of purchase, product description, type of unit, purchase date, installation date, and detailed description of the claim. Incomplete forms will be sent back for needed information. Please see the Warranty Claim Form for more detailed information.

Prior to contacting the Syron service department, a visual inspection is required by the contractor and/or dealer. All Warranty Claim Forms concerning door products must include pictures of the problem.

If it is determined by the Syron Service Department that an inspection is necessary by a Syron representative, it is the responsibility of the dealer to set up a date and time with the Syron dealer representative and/or contractor, and homeowner. If the product is more than 1 year old, there will be a \$75.00 service charge payable **before** the inspection. This service charge will be refunded upon verification of a manufacturer defect. Syron reserves the right to **increase** such charge depending on the distance of travel necessary.

If the homeowner/contractor requests Syron Industries to perform any service work not under warranty there will be a \$75.00 service charge plus \$75.00 per hour.