

Thank you for your interest in the products and services of Vertical Illusion, LLC (Vertical Illusion).

This Limited Warranty applies to physical goods, and only for physical goods, purchased from Vertical Illusion (the "Physical Goods"). The Limited Warranty follows the product for a period of 1 year from the original date of purchase, regardless of when the product is installed.

What does this limited warranty cover?

Our Limited Warranty covers any defects in material or workmanship under normal use during the Warranty Period. Vertical Illusion will repair or replace, at no charge, products or parts of a product that prove defective because of improper material or workmanship, under normal use and maintenance. The Limited Warranty will be void in the event the product was not installed according to our installation guidelines.

This Limited Warranty is transferable, but still applies from the date of the original purchase.

What will we do to correct problems?

If a Product is found defective, Vertical Illusion, LLC will replace the Product at no charge. Replacement Product will be shipped in the same manner as the original purchase.

How long does the coverage last?

The Warranty Period for Physical Goods purchased from Vertical Illusion, LLC is 1 Year from the date of purchase. A replacement Physical Good or part assumes the remaining warranty of the original Physical Good or 1 Year from the date of replacement or repair, whichever is longer.

What does this limited warranty not cover?

This Limited Warranty does not cover any problem that is caused by:

Conditions, malfunctions or damage not resulting from defects in material or workmanship
Conditions, malfunctions or damage resulting from negligence, improper installation or maintenance.

Vertical Illusion, LLC will pay for shipping charges on replacement parts.

Provided Vertical Illusion ships the order, VI shall assume all risk of damage to the Physical Goods while in transit to our customer. VI assumes no liability for damage in transit if shipment is not arranged by VI.

What do you have to do?

To obtain warranty service, you must obtain a Return Merchant Authorization (RMA) number and instructions on how to return a product by contacting us. Deliver the Physical Goods, in either its original packaging or comparable packaging, including any accessories or documents that shipped with the Physical Goods to the address specified by Vertical Illusion, LLC. To obtain the Return Merchant Authorization (RMA) number, you can contact us by any of the following contact methods: email: claims@verticalillusion.com

Implied Warranties

EXCEPT TO THE EXTENT PROHIBITED BY APPLICABLE LAW, ALL IMPLIED WARRANTIES (INCLUDING WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE) SHALL BE LIMITED IN DURATION TO THE DURATION OF THIS LIMITED WARRANTY.

Limitation of Damages

EXCEPT TO THE EXTENT PROHIBITED BY APPLICABLE LAW, Vertical Illusion, LLC SHALL NOT BE LIABLE FOR ANY INCIDENTAL, INDIRECT, SPECIAL, OR CONSEQUENTIAL DAMAGES RESULTING FROM ANY BREACH OF EXPRESS OR IMPLIED WARRANTY OR CONDITION, OR UNDER ANY OTHER LEGAL THEORY.

Consumer Protection

Some states do not allow the exclusion or limitation of incidental or consequential damages, or allow limitations on how long an implied warranty lasts, so the above limitations or exclusions may not apply to you. This warranty gives you specific legal rights, and you may also have other rights that vary by state to state.

Governing Law

This Limited Warranty shall be governed by the laws of Arizona, United States without giving effect to any conflict of laws principles that may provide the application of the law of another jurisdiction.