

Phantom's Customer Commitment

We Promise to...

Handle all your **inquiries** in a **friendly, professional** and **timely** manner.

Offer you **customized solutions** that meet your specific screening needs.

Provide you with **written quotes** upon request.

Schedule your screen **installation at your** convenience.

Guarantee that our **sales** and **installation professionals** always **present** themselves as representatives of the company.

Perform installations **responsibly** and **professionally** to ensure the integrity of your home.

Demonstrate the **use, service** and **maintenance of** your **screen** following its installation.

Review your **warranty** with you and **guarantee** your **purchase** is **registered** under **Phantom's Corporate Warranty Program**.

Follow-up with you **to confirm your satisfaction** with our products and services.

Value your ongoing **feedback** and **welcome** your **thoughts** on improving our products and services.



Meeting Your Needs



A Customer-focused Approach

As Phantom customers tend to be home-owners with discerning taste, sophisticated style and diverse needs, our entire focus has been and continues to be on providing innovative, retractable screening solutions. We've earned our market leadership position with this customer-focused approach, and —with 98% customer satisfaction —it's clear that consumers recognize the value delivered by our brand.

Our Vision

Phantom Screens is committed to being recognized as the industry leader in providing quality retractable screening solutions to the markets we serve, driven by a determined focus on the customer.

Contact Phantom

For more information on Phantom's revolutionary screens please contact your local representative at **1-888-PHANTOM (742-6866)** or visit us online at **www.phantomscreens.com**



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