



Return Policy - Phoenixian Doors and Windows LLC

At Phoenixian Doors and Windows, all custom orders are non-returnable. Due to the specialized nature of our products, we cannot accept returns on any custom-made items.

In rare cases where a return is approved, a 50% in-house credit may be issued toward the specific item being replaced. This credit will be applied to your customer profile and confirmed via written email correspondence.

If your order is delayed, missing components, or affected by any other related issues, we will address and resolve the matter in accordance with our Warranty Policy, which can be found at:

<https://phoenixianwindows.com/warranty-%2F-energy-ratings>