Measuring Error Resizing Terms

Policy MS TC 01 | Version 1.0 | Effective 4 November 2026

This policy explains Magniscreen's goodwill offer to resize eligible screens when a customer supplies incorrect measurements. It is separate from our manufacturer's warranty and any rights that apply under consumer law.

1 Who qualifies

Free resizing applies only to screens purchased directly from Magniscreen at the full price, without a discount. Discounted purchases, including agent and reseller purchases, do not qualify for this goodwill offer.

2 First ten screens

The offer is limited to the first ten screens purchased by a customer across all orders, not ten screens per order. A later purchase does not restart this allowance. Screens beyond those first ten do not qualify.

3 What the offer covers

Where an eligible screen does not fit because the customer supplied incorrect measurements, Magniscreen will resize it without charging for the resizing work, subject to the conditions below. The offer applies to the original opening for which the screen was ordered.

4 Shipping costs

The customer pays all shipping costs for returning the screen to Magniscreen and sending it back after resizing. These costs must be agreed before shipping. Customers should package screens securely using the packing instructions supplied by Magniscreen.

5 Agents and resellers

Agents and resellers receive a discount and are responsible for verifying the measurements submitted with their orders. Passing on measurements supplied by a client does not qualify an agent or reseller for free resizing. Where the submitted measurements are incorrect, the agent or reseller is responsible for the resizing charges and shipping costs, even if the measurements came from their client.

Magniscreen will provide a quotation for any chargeable resizing work before proceeding.

Resizing Conditions and Returns

6 Reporting a measuring error

The customer must report a measuring error within 30 calendar days of delivery, providing the invoice number, the affected screen labels and corrected measurements. Contact Magniscreen before returning any screen so that the proposed adjustment can be assessed.

7 One adjustment per screen

Each eligible screen qualifies for one free resizing. The customer must confirm the revised measurements in writing before work begins. Further resizing caused by another customer measuring error will be quoted separately.

8 Changes and damage

The goodwill offer does not cover a change of mind, a different opening, changes to the window or door after ordering, or damage unrelated to the original measuring error. Customer alterations that prevent resizing may also make the screen ineligible. Magniscreen will explain the reason and any available paid options.

9 Magniscreen errors and customer rights

The discount exclusion, ten-screen limit, reporting period and customer shipping charges in this policy apply only to customer measuring errors under this goodwill offer. They do not limit remedies for a Magniscreen manufacturing or order-processing error, or any rights and remedies under applicable consumer law. Where Magniscreen has not supplied the agreed specifications, contact us so that we can arrange the appropriate remedy and shipping in accordance with applicable law.

Contact and returns

Email info@magniscreen.co.za or send a WhatsApp message to 082 787 7334. For telephone assistance, call 012 767 8040. Please obtain return instructions before arranging a courier.