

Warranty Information

RESIDENTIAL LIMITED LIFETIME WARRANTY

Revised: January 1, 2018

The manufacturer warrants that its window treatments will be free from defects in materials and workmanship for as long as the original residential purchaser owns the product, provided that the product was installed properly and in accordance with the installation instructions. The Limited Lifetime Warranty is extended to the original residential purchaser only, in the original window for which it was installed.

The Warranty does not include any conditions or damages resulting from accidents, alterations, misuse, abuse, misapplication, improper handling, installation, repairs, operation, cleaning, exposure to any and all natural and manufactured excessive heat sources. (Excessive heat sources include, but not limited to; magnification of sun light through cubes of glass, heaters of any kind, ovens, candles, lighting fixtures, etc.) This warranty does not cover variation in fabric color, grain, or texture in natural wood products nor excessive warping of wood slats in high humidity areas. Loss of pleating is not covered if the product is not being cycled (held in the raised position a portion of the time). Normal wear and tear is not covered.

All moving parts, such as cords and strings (internal and external), will eventually wear out and fabric may fray. The manufacturer considers these things as normal wear and tear and will carry a five year Limited Warranty. All fabric, including fabric vanes, panels, inserts, and shades carry a five year Warranty. Fabric cell separation is covered for a lifetime. This Limited Warranty does not cover transportation costs to and from the retailer, costs of removal, re-measure, reinstallation of product, or any incidental or consequential damages.

If a this product is found to be defective in materials or workmanship, we will, at our discretion, repair, replace or refund the cost of a product which fails to conform to this Limited Warranty. Colors vary from lot to lot and may not exactly match sample swatch, sample book, or previous purchases. Discontinued components or color selections will be replaced with the closest equivalent current product. This shall be your sole remedy under this Limited Warranty.

To obtain service, contact the Dealer from whom you purchased the product.

This Warranty is exclusive and in lieu of all other obligations, liabilities or warranties. In no event shall the manufacturer or its licensed fabricators or distributors be liable for incidental or consequential damages, or for any other damage, loss or expense, cost or fee associated with such damage. In some states, exclusions for incidental or consequential damages are not allowable. This Warranty gives you specific legal rights, and you may also have other rights, which vary from state to state. Policy is subject to change without notice.

This Limited Warranty is exclusive of commercial use. This Limited Warranty supersedes any previous versions. Contact Blindsexpress.com for info 800.836.4488.

