

# Warranty Information

## RESIDENTIAL LIMITED LIFETIME WARRANTY

**Revised:** February 1, 2021

Our 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 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 or loss of pleating if product is not being cycled (held in the raised position a portion of the time). Variation in grain or texture in natural wood products is normal. Excessive warping of wood or faux wood slats in high humidity areas are not covered under this warranty. Normal wear and tear is not covered.

All moving parts, such as cords and strings ( internal and external), will eventually wear out on all blinds and shades, and fabric may fray. Our 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 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 [www.blindsexpress.com](http://www.blindsexpress.com), Phone 800 236-4488

This Warranty is exclusive and in lieu of all other obligations, liabilities or warranties. In no event shall our 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.**

This warranty gives you specific legal rights, and you may also have other rights, which vary from state to state. To obtain warranty service, contact Comfortex Technical Service. Warranty claims must be accompanied by proof of purchase.

This limited warranty supersedes any previous versions and is subject to change without notice.

If you have any questions regarding the Commercial/Contract Warranty, please contact Comfortex Technical Service at (800) 843-4151 or [customercare@comfortex.com](mailto:customercare@comfortex.com).

## **MOTORIZED SHADE WARRANTY**

Updated September 2021

### **SOMFY Motorized Shades Warranty**

Somfy offers end product suppliers a 5 year warranty on all motors and controls. Specifically, Somfy warrants its motors and controls to be free from defects in material and workmanship under normal and proper use for a period of 5 years commencing with the date stamped on each product. If the Somfy product fails within this 5 year period, Somfy will repair or replace it free of charge through your end product supplier. Batteries are not covered by the warranty.

### **Simplicity Motorized Shades Warranty (Including PowerTouch and Integrated Rechargeable Simplicity Motors)**

We offer a 5 year warranty on rechargeable lithium ion batteries along with motors and controls. Specifically, we warrant the Simplicity motors and controls to be free from defects in material and workmanship under normal and proper use for a period of 5 years commencing with the date stamped on each product. If the Simplicity product fails within this 5 year period, we will repair or replace it free of charge through your end product supplier. Replaceable batteries are not covered by the warranty.