



5 Year Warranty on US Verticals Products



5 Year Warranty on all U.S. Verticals Manufactured Products

This warranty covers our products for defects in materials, mechanisms, workmanship, or failure to operate properly for five years from the date of purchase.

Any conditions caused by damage to the product resulting from misuse, abuse, direct exposure to salty air or discoloration due to sunlight or the passage of time are not covered by this warranty. This warranty does not apply to conditions caused beyond normal wear and tear upon this product.

What is a warranty?

A Warranty covers your product from any manufacturing defects, to ensure that you will get a quality product that will last for years to come. A warranty does not cover any damage caused by misuse or neglect. Think of your car's warranty. If your engine breaks down while under warranty, the manufacturer will repair it. But, if you get into an accident, the car company doesn't cover fixing your car under the warranty.

My product is under warranty and isn't working properly. What can I do?

Contact us immediately and we will arrange for a warranty service of your blind/shade.

Due to scheduling constraints, it is often much quicker to bring your product into the factory for us to repair as part of our same day service. If you require in-home service, we may need to remove the blind or shade and return on a later date to re-install it. If this is the case, we will provide you with temporary shades to give you privacy while the repair is being completed.