

BlindsDeLuxe.com Blinds & Shades Warranty

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BlindsDeLuxe.com window blinds and window shades limited lifetime warranty is extended to the original purchaser and applies only to blinds installed in residential dwellings in the windows for which they were purchased. Please print this warranty information and keep it with your original receipt.

This warranty covers all defects in workmanship and materials, as long as the product was installed in accordance with the installation instructions and was not altered in any way. We will repair or replace your blinds within 3 years of purchase if the conditions mentioned above have been met, at no cost to you.

Damage During Shipping

IMPORTANT! CHECK THE SHIPMENT UPON ARRIVAL!

Please do not accept the shipment if there is clear damage to the packaging and report any hidden shipping damage within 48 hrs. of receiving the blinds. We will do everything in our power to repair or replace any shipping damage at no cost to you.

Make sure you receive all boxes listed on the bill of lading given to you by the carrier before you sign! Once you sign that all boxes were received we can not honour any missing boxes claims. Should there be a missing box, there is no reason for panic. Simply write 'missing box' or 'missing 2 boxes' etc. where the carrier asks you to sign. It does happen on occasion that boxes get separated during shipping and they usually get delivered within a day or two.

Defects in Workmanship and/or Materials

Please do not ship your blind back without first contacting us as these costs for shipping will *not* be reimbursed! Instead, please e-mail us clear pictures of the issue(s) along with your purchase information (invoice # and date of purchase). Should it be required that your blind have to be shipped back to our factory for repair due to defects in workmanship or materials within 3 years of purchase we will arrange for it to be picked up at no charge to you. At our sole discretion we may also decide to simply ship you a new blind or a replacement part. We will do our

very best to make sure you will not be without any window coverings for an extended period of time.

All orders are shipped to you with a few extra of those parts that tend to get brittle over time when exposed to sunlight, like valance clips for instance. Please keep these extra parts in a separate place and do not put more on the blind than required. This way, if a clip does break at one point in the future it will be quick to fix by using the spare clips.

The more a blind or shade is raised and lowered, the more wear and tear on the material. You may expect many years of trouble free operation from your blinds or shades if you follow these directions:

- Make sure the blind is mounted level. This way the material does not get damaged when the blind is raised or lowered. This is especially true for sheer shades.
- If there is anything that may obstruct the normal operation of the blind or shade, like window cranks, window locking mechanism, window alarm units or anything protruding, make sure the blind is raised and lowered slowly and with care so cords and/or material don't get caught on protruding objects.
- For very large windows, always make sure to raise and lower the blinds or shades with care, so that they stay level and material does not rub on the sides of the window or the controls.
- For Venetian Blinds always tilt the slats in the open position before raising or lowering the blinds. This puts less stress on the cords. Once the blind is partly raised slats may be tilted again for light control.
- Very large Faux Wood Blinds should be raised and lowered as little as possible due to the total weight of the blind and the stress this puts on cords and components. When raising very large faux wood blinds, put your hand under the bottom rail to assist it in lifting and going up straight.

Normal Wear and Tear / Misuse / Abuse

Misuse and abuse are not covered by our limited lifetime warranty. Damage due to excessive wear may be repaired at a minimal fee within 5 years of date of purchase at our sole discretion provided that the purchaser pays any related shipping costs. Any repairs not covered under this warranty will be charged a regular repair fee depending on the damage. Please e-mail us clear pictures so we will be able to give you a quote so as you may make an informed decision.