

WARRANTY

This Limited Lifetime Warranty program is available to consumers who have purchased blinds and shades by (The Manufacturer). This applies to Fabric Horizontal Blinds, Sheer Shades, Roman Shades, Cellular Shades, Pleated Shades, and painted or stained valances.

This warranty is effective February 1st, 2021. Product bought prior to effective date will be subject to warranty in place at time of original purchase.

What the Warranty Covers

The manufactured product is warranted against original defects in materials, workmanship or failure to operate for as long as the **original** purchaser owns the product (unless shorter time periods are provided below) on the conditions that;

- The product was properly installed in a residential or commercial dwelling
- The product was made or assembled exclusively from Lantex USA, LLC. materials and components
- The Manufacturer recommendations were followed regarding limitations and specifications
- The Manufacturer componentry are covered for 3 years
- The Manufacturer motorized components are covered for 2 years

Who is Covered

This warranty extends only the ORIGINAL purchaser of the above stated products.

The Manufacturer obligations to the Consumer are limited to the repair or replacement of parts or products found to be defective. The Manufacturer is not responsible for shipping charges or labor costs, for measuring and taking the product down or for remeasuring or reinstalling the product. Defects in product found on arrival must be reported within 10 days of delivery date confirmed by the shipping company. If not the product will be remade at full cost to the consumer.

If repairs are made under this warranty, the repairs will be made with like or similar parts.

TO RECEIVE WARRANTY SERVICE, PLEASE:

1. Contact our Customer Service department at 1-302-294-6552 and advise them of the nature of the issue. Customer Service will provide you with information as to how to proceed.
2. Please remember, product returned for warranty claims must be accompanied by the original sales receipt as well as written details regarding the nature of the problem, location of the product, etc.
3. All remake requests will need a picture or video supporting the claim before being approved.
4. If your product is returned, please retain a copy of the shipping information for your records.

What the Warranty Does Not Cover

This warranty does not cover conditions or damages caused by abuse, accidents, alterations, misuse, or failure to follow instructions for measurement, installation, use, cleaning, or maintenance. Normal wear and tear, including but not limited to the items or occurrences below, is not covered by the warranty:

- Batteries.
- Unfinished cornices.
- All fabrics can lose original intensity after long exposure to the sun. When left for extended periods in direct sunlight, plastics tend to yellow or crack. Some loss of color intensity or discoloration may occur in plastic materials or wood finishes.
- Colors may vary from lot to lot and may not exactly match samples of previous purchases.

THE MANUFACTURER CONSIDERS THESE ITEMS OR OCCURRENCES NORMAL WEAR AND TEAR, AND THEY ARE NOT COVERED BY THIS WARRANTY. THIS WARRANTY IS EXCLUSIVE AND IN LIEU OF ALL OTHER WRITTEN OR ORAL WARRANTIES OR OBLIGATIONS AND LIABILITIES. NO PERSON IS AUTHORIZED TO EXTEND OR ALTER THIS WARRANTY. THE MANUFACTURER SHALL HAVE NO LIABILITY WHATSOEVER FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THIS LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.