

Services

Claims and Returns

Defective Merchandise

All manufacturing defects must be reported within one week of receipt of shades. We require the return of defective shades prior to repair or replacement.

Repair & Alteration requests

If a repair or shade alteration is needed, please contact your factory representative for more details prior to return for repair. Repairs should be carefully packaged. Products that have been mishandled or received in poor condition will be returned back to the customer. We do not honor charge backs for unauthorized repairs or additional installation.

- * Standard alteration / repair fee: \$45 net per shade. In addition to any further alteration charges.
- * Add an additional \$15 net for alterations to lined shades.

Care and Maintenance

Woven wood shades are easy to maintain and are extremely durable. Raising and lowering shades periodically aids in the reduction of dust accumulation. Or simply vacuum with a soft brush attachment. In high traffic areas, you may want to scotch guard your shades with 3M Scotch Guard spray for added stain protection. The functional lifetime of the operating hardware is far greater than normally needed.

Three Year Limited Warranty

We are proud to offer a three year limited warranty to our customers. Each shade undergoes careful inspection before being sent out to our customers. Under normal and proper use, three year limited warranty applies such shades are free from defects due to faulty workmanship or materials. This warranty is not applicable to accidents, alteration, abuse, misuse, misapplication, or failure to follow instructions or defects due to faulty installation. For claims covered during the warranty period, product will be replaced or repaired free of charge.

Natural conditions such as color variance and fading due to sun exposure, slats / reeds warpage from high humidity, as well as stretching and shrinking of shades due to temperature and humidity, are excluded from the warranty. This warranty does not cover liability for loss, damage or injury, direct or consequential, arising out of the use or inability to use the product. Warranty does not cover labor on location, service calls, reinstallation or expenses involved in shipping, packing and returning merchandise unless authorized by your factory representative.