
LIMITED LIFETIME WARRANTY



LIMITED LIFETIME PRODUCT WARRANTY

This Limited Lifetime Product Warranty extends to the original retail purchaser of Custom Brands Group window covering products which were properly installed and maintained as per our installation instructions and not modified in any way. We will repair or replace, at our option, a defective product after it is returned to Custom Brands Group or one of our dealers.

Natural materials, especially wood, can have a tendency to warp when exposed to the elements. This is considered normal wear and tear and is not covered by this warranty.

Repairs and replacements will be made with like or similar parts or products. We will do our best to match the repair or replacement with similar parts or products, but colors may vary and we cannot guarantee an exact match from previous purchases or to other non-defective existing products, even if they are in or near the same opening. If the product, part/component, or operating system has been discontinued, we will repair or replace only the defective product with the most similar alternative available at the time of repair or replacement.

WHAT IS COVERED

- This warranty covers our products for defects in materials, mechanisms, workmanship, and failure to operate for as long as the original retail purchaser owns the product (unless shorter periods are provided in the chart below)
- All internal mechanisms, components, and brackets
- Fabric delamination
- Custom Brands Group will provide a return shipping label for goods less than 12 months old.

Product / Component	Period of Coverage (from date of purchase)
All operational cords, ladders and tapes	7 Years**
Motorization components and accessories* (batteries not included)	5 Years
Exterior Roller Shades	5 Years
Specialty Shades	1 Year
Shutters	25 Years

*All motorized parts must be purchased from Custom Brands Group to be covered by our warranty.

**Blinds ordered prior to Jan 2022, warranty is 5 years.

WHAT IS NOT COVERED

- Any conditions caused by normal wear and tear on the product.
- Abuse, accidents, misuse, or alterations to the product.
- Exposure to the elements (sunlight, salt air, wind, water/moisture, high humidity, or corrosive materials) which may cause discoloration, fading, cracking, shrinking, stretching, or warping over time.
- Failure to follow our instructions with respect to measurement, proper installation, cleaning, operation of the product, or maintenance.
- Labor costs associated with removal and reinstallation.
- Shipments will be at the purchaser's expense for all goods more than 12 months old.

To Obtain Warranty Service:

- Contact your original dealer (place of purchase) for warranty assistance.
- If you are not the original owner, and therefore not covered by this warranty, contact your local dealer for assistance. There will be costs associated with the repair or replacement.
- Contact Custom Brands Group at 800-669-6333 for technical support, availability of parts, for assistance in obtaining warranty service, or for further explanation of our warranty.

NOTE: In no event, shall Custom Brands Group or its dealers or distributors be liable or responsible for incidental or consequential damages or for any other indirect damage, loss, cost, or expense. Some states do not allow the exclusion or limitation of incidental or consequential damages, so this exclusion or limitation may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from State to State. This warranty is limited to blinds, shades, and shutters installed in residential dwellings.

Different warranty periods and terms apply for commercial products and applications.