



## **Lifetime Limited Interior Shades Warranty Policy**

The Shadeotech Lifetime Guarantee is an expression of our desire to provide a thoroughly satisfying experience when selecting, purchasing and living with your window fashion products. If you are not thoroughly satisfied, simply contact Shadeotech Window Fashions. at 1-469-499-3322 or contact us with an email: support@shadeotech.com. In support of this policy of consumer satisfaction, we offer our Lifetime Limited Warranty as described below.

All the Interior Shades we sell are covered by a limited lifetime warranty. This warranty covers any defects in materials, workmanship, mechanism and operation, as long as the product is measured and installed according to the recommended product instructions and specifications on original window. Any defects will be repaired at the sole expense of Shadeotech during the warranty period, with the exception of the limitations described below.

### **Original Window**

The window treatment being repaired must have been properly installed according to Shadeotech installation instructions. It must have remained in the original window in which it was installed, and in the possession of the original purchaser.

### **Covered:**

Lifetime: Entire product against manufacturing defects (i.e. a flaw in the product design, materials or workmanship that causes the product to no longer function).

### **Cords and Fabrics:**

- Operational cords are warranted for five years from date of purchase.

### **Motorized Products and Smart Shades**

- Motorized products and solar panel chargers are warranted for five years from date of purchase. Non-rechargeable replacement batteries are not covered by the warranty. \*\*with the 5 years repair extension.
- The Smart Shades Hub, Touch Control and Remote are warranted for five years from date of purchase.

## **Discontinued Items**

- If components or color/fabric selections have been discontinued, we will find the best alternative option with about the same value of your original purchase amount towards a replacement product for the same window and size.

## **Exclusions**

Any product that fails due to:

- Abuse, exposure to salt air, improper installation, accident, extraordinary use, improper operation, alterations, exposure to sunlight and/or excessive heat source, improper cleaning, Misapplication, damage from pests / insects, improper handling, misuse.

Costs associated with: Product removal, transportation to and from the retailer, brand label removal, product re-measure, incidental or consequential damages, product reinstallation, shipping, static electricity, or normal wear and tear of materials, components and/or fabrics.

In the event there are multiple shades in the same room, only the defective shade will be replaced.

### **\*\*Please note:**

We do not send installers to re-program motorization, replace solar panels or Smart Shade peripherals, charge or change batteries. Our motorization is simple to program, and we can talk you through these tasks easily.

## **Shipping and Installation Services Costs**

Shipping costs are your responsibility. Our Care experts will explain any applicable charges to you when you call.

Installation services are not covered after one year. In many cases, you can easily repair the existing treatment, or install any replacements, yourself. We'll be glad to talk you through the process. All repairs are completed at our factory. If you would like one of our professionals to come to your home to uninstall and reinstall your windows treatments, there will be a charge for each service trip. Our Care experts will provide the cost when you call

## **To Report Shipping Damage:**

If damage occurred during shipping, call the place of purchase and report within 24 Hours or else you may be denied credit for your damaged product.

**To Obtain Service:**

If you suspect this Shadeotech product has a manufacturing defect in materials or workmanship:

Locate invoice number on invoice.

Call Customer Service – 469-499-3322 Any unauthorized returns will not be accepted.

**Warranty Remedy:**

THIS SHALL BE YOUR SOLE REMEDY UNDER THIS LIMITED WARRANTY. If this product is found to have a manufacturing defect in materials or workmanship, we will (at our discretion) do one of the following:

repair the product- replace the product – refund the cost of the product.

**YOUR RIGHTS UNDER STATE LAW:**

This lifetime limited warranty gives you specific legal rights, and you may have other rights, which vary from state to state. Some states do not allow limitations on how long a warranty lasts, so the

above limitations may not apply to you.

No agent, representative, dealer, or unauthorized employee has the authority to increase or alter the obligation of this warranty. This lifetime limited warranty supersedes any previous versions.