

TimberBlindMetroShade

WARRANTY INFORMATION

WHO ARE WE: This warranty is being given to you by TimberBlindMetroShade.

WHAT IS COVERED: All products are warranted against defects in materials and workmanship. Economy Express products are covered for a period of 1 year and do not include cords.

WHO IS COVERED: This warranty extends only to you as the original purchaser, in a residential application.

WHAT IS NOT COVERED: This warranty does not cover normal wear and tear or any damage or loss caused by abuse or misuse or improper installation. All materials can lose original intensity after long exposure to the sun. When left for extended periods in direct sunlight, plastics and pvc tend to crack and discolor. All cords will eventually wear out. TimberBlindMetroShade considers these things normal wear and tear not covered by this warranty. Colors and textures vary from lot to lot and may not exactly match sample swatches or previous purchases. Products ordered outside of the recommended manufacturing specifications (oversized blinds) are not covered by this warranty. All products/sku's discontinued in the normal course of business are specifically excluded from our warranty. Economy Express products carry a 1 year warranty.

FOR HOW LONG: This warranty coverage will be for as long as you the original buyer at retail own our products. Any implied warranties which you may have are in duration to the time during which you, as the original buyer at retail own our products. Some states do not allow limitations on how long an implied warranty lasts.

WHAT WILL WE DO: If your product is defective during the warranty period we will, at our option, either repair or replace, the defective product. This shall be your sole remedy under this warranty. For local jobs installed by our install team, we offer a 30 warranty on the installation service. Should you require assistance outside of the 30 day installation period, our standard service call rates will apply. Installation warranty does not apply to jobs installed outside of the DFW area.

NO LIABILITY FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES: Repair or replacement of defective products are your sole remedy under this warranty and incidental or in no event shall we be liable for transportation costs to or from the dealer, costs of removal or reinstallation of our products or incidental or consequential damages. Some states do not allow the exclusion of incidental or consequential damages, so the limitation or exclusion may not apply to you. Please inspect your orders upon receipt before taking them to your customer's home or office. By doing this we can be sure that any defects or damages never arrive at the customer's home or office. If you are in need of spare parts to keep on hand, please feel free to call our customer service department and we will gladly send them to you.

MOTORIZATION OR MULTIPLE BLINDS: Products with motorization carry a 1 year warranty. We do not recommend multiple blinds on one headrail over 108". Unless blinds over 108" are delivered via TimberBlindMetroShade delivery truck to your place of business we will not guarantee freight damage or repair/remake under our existing warranty. All costs associated with freight damage are the sole responsibility of the dealer. It is our recommendation that 2 or 3 individual blinds are ordered with one common valance in order to avoid possible freight damage.

HOW TO GET SERVICE: To obtain service under this warranty, return your products along with the original sales receipt to the dealer from which it was purchased. You will be responsible for transporting the product to and from the dealer.

YOUR RIGHTS UNDER STATE LAW: This warranty gives you specific legal rights, and you may also have other rights which may vary from state to state.

CARE & CLEANING

HORIZONTAL BLINDS / ROMAN SHADES / WOVEN WOODS

Regular cleaning with a feather duster or soft, clean cloth is typically all that is needed to keep blinds looking new. Blinds may also be cleaned using a hand-held vacuum with a brush attachment using low suction. Stained wood blinds should be treated periodically with lemon-oil or other wood preservative to protect their finish

SHUTTERS

If the surfaces of the shutters become dirty, wash with a mild soap or detergent using a soft cloth. For difficult to remove dirt or stains, a water-based household cleaner can be used. Chlorine base cleaners or other cleaners containing organic solvents could affect the surface appearance and durability of the product.

HONEYCOMB SHADES

While beautiful and delicate in appearance, Honeycomb shades are designed to be durable, easily cared for and easily cleaned. The non-woven fabrics are inherently anti-static and repel dust. Occasional feather dusting or vacuuming may be necessary to keep the fabrics bright and clean. Spills and stains can be lightly blotted with a cloth or damp sponge. More difficult stains may require soaking in water and mild soap. For this, remove the shades from the window and submerge, soak and rub lightly. Lay flat to dry or place back in window and raise tightly to recrisp pleats. Please test any stronger cleaners on an unobtrusive portion of the shade.