

# Shade Return and Repair Policy

## Comfortex Standard Return and Repair Policies

Updated: January 1, 2016

ISSUE	SOLUTION
<b>DEFECTS IN MATERIALS AND WORKMANSHIP:</b>	Comfortex will remake the shade/blind or send replacement components, based on defect and Dealers request. Defective shades are rarely requested back for inspection, except motorized, multiple remakes or when large quantities of shades are involved. These may require a return for inspection to avoid future remakes. Photos of defects are useful and may avoid a return for inspection. Repairs are recommended when multiple shades are in the room to avoid dyelot & vane alignment issues. Repairs are not available for Wood, Faux Wood, Prelude Cellular, Paradise and Overtone shades made in MX. These will be remade or parts sent.
<b>REPAIRS:</b>	Repairs are required for broken cords. For non-restring repairs, Comfortex will offer to send replacement parts. If the Dealer is not comfortable repairing the shade in the field, an in-house repair is offered. If the Dealer requests a remake, the shade is remade. If the hardware is no longer available, the Dealer will be informed that like or similar components will be used.
<b>COLOR VARIATION ISSUES:</b>	Comfortex will offer no charge swatch samples of current color palette, for a possible remake at no charge. If no selection is acceptable, Comfortex will issue credit upon return of originals.
<b>COMFORTEX ERROR IN ORDERING/ FABRICATING:</b>	Comfortex will either remake shades at no charge or ship correct components for an in-field repair. (Dealer Choice) Errors need to be reported within 60 days of receipt of the product.
<b>CUSTOMER ORDERING ERROR (OOPS POLICY):</b>	Customer is responsible for full payment for the original shade(s), plus 75% of the value for the replacement shade(s). Errors need to be reported within 60 days of receipt of the product. No return required except motorized shades.
<b>CUSTOMER ERROR CONVERSION REQUESTS:</b>	Comfortex will convert a shade (some restrictions apply) up to 3 months from the date of the original purchase at a cost of \$50 per shade. Shades to be converted must be returned at the customer's expense.
<b>FRAYING FABRIC, CORDS OR RESTRINGS - UP TO 3 YEARS:</b>	Comfortex will replace the fabric, cords and restring the shades at no charge. Fraying Fabric, Cords or Restrings
<b>FRAYING FABRIC, CORDS OR RESTRINGS - OVER 3 YEARS:</b>	Comfortex will restring the shades at a cost of \$35 per shade. Fraying fabric is considered wearable and is not covered under the warranty after 3 years
<b>FABRIC - UP TO 5 YEARS:</b>	Comfortex will repair the unit, replace the motor or remake the unit. (Batteries carry a 3 month Warranty)
<b>FABRIC - OVER 5 YEARS:</b>	Motors and Remotes are considered wearable and are not covered under the limited lifetime warranty after 5 years.

**RETURN SHIPPING  
CHARGES UP TO 1 YEAR:**

Comfortex Error: UPS Call Tag, ARS Tag or truck pick-up will be issued for the return of the shades, if applicable.

**OVER 1 YEAR:**

Customer is responsible for all shipping charges related to the return of the original or defective shade, if applicable. Excludes Cordless Ultra, which carries a 5 year call tag policy.

**DEFECTS IN OUT  
OF SPECIFICATION  
SHADE(S):**

Comfortex will repair or replace defective fabric and components only. The warranty is waived on the functionality of the shade(s). (See Out of Specifications Policy)

**\*PLEASE NOTE:** To better serve our customers, Comfortex is continuously enhancing and improving product lines. In the unfortunate event that a product needs replacement parts, or if a full remake of the product is necessary, Comfortex will make every effort to match original components used. In the event that such parts are no longer available, Comfortex will repair/replace the components of the defective product using like or similar components.

If you have any questions regarding these return and repair policies, please contact Comfortex Customer Service at (800) 843-4151 or [customercare@comfortex.com](mailto:customercare@comfortex.com). To better service our customers, Comfortex reserves the right to make changes without notice.