



## ***LIMITED LIFETIME WARRANTY***

Comfortex warrants that its window treatments will be free from defects in materials and workmanship for as long as the original residential purchaser owns the product, provided that the product was installed properly and in accordance with the installation instructions. The Limited Lifetime Warranty is extended to the original residential purchaser only, in the original window for which it was installed.

### **COVERED BY A LIMITED LIFETIME WARRANTY**

All Internal Mechanisms

Components and Brackets

Operational cords for a full 3 years  
from the date of purchase

All fabrics, including vanes, panels & inserts,  
Are covered for a full 5 years  
from the date of purchase\*

Motorization components for a full 5 years  
from the date of purchase.

Repairs and/or replacements will be made  
with like or similar parts or products

### **NOT COVERED BY A LIMITED LIFETIME WARRANTY**

Any conditions caused by normal wear and tear

Abuse, accidents, misuse or alterations to the  
product

Exposure to the elements (sun damage, wind,  
water/moisture), excessive heat sources  
(magnification of light through glass cubes,  
heaters, candles, ovens, lighting fixtures, etc.)

Failure to follow our instructions with respect  
measurements, proper installation, cleaning or  
maintenance.

Shipping charges, cost of removal and reinstallation

## **TO OBTAIN WARRANTY SERVICE**

1. Contact your original dealer (place of purchase) for warranty assistance.
2. If you find that you cannot connect with your dealer, or if you would like more information regarding our warranty, please visit [comfortex.com](http://comfortex.com) for additional warranty information and/or to access the Dealer Locator to find a dealer in your area
3. To assist the dealer, please provide the dealer with your original sales order #, type of product and any other information to identify your product. This information may be located in the head rail of your shade(s).
4. Describe to the Dealer what you have determined to be wrong with your shade/blind.

This Warranty is exclusive and in lieu of all other obligations, liabilities or warranties. In no event shall Comfortex or its licensed fabricators or distributors be liable for incidental or consequential damages, or for any other damage, loss or expense, cost or fee associated with such damage. In some states, exclusions for incidental or consequential damages are not allowable. Comfortex Dealers and Fabricators must use safety devices supplied by Comfortex in accordance with Window Covering Safety Counsel guidelines.

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

\*Fraying fabric is covered for 3 years. Cellular fabric delamination is covered under the limited lifetime warranty, so long as the shade is with the original owner, in the window it was initially intended. Woodwind Slats are also covered under the limited lifetime warranty for warping.