

# LIFETIME LIMITED WARRANTY FOR CUSTOM BLINDS AND SHADES

Levolor Kirsch Window Fashions proudly extends a lifetime-limited warranty on the enclosed product to the original residential retail purchaser as long as the product remains in the original window.

<except for unfinished wood cornices, which have no warranty>.

## WARRANTY COVERAGE

### COVERED

### FOR HOW LONG

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

**Except:** Cords including internal cords such as those found in cordless . . . . . 3 years  
Vertical vinyl vanes. . . . . 3 years  
All fabric . . . . . 5 years

### NOT COVERED

Normal wear and tear

Any product that fails due to:

- abuse
- accident
- alterations
- damage from pets/insects
- exposure to salt air
- extraordinary use
- improper cleaning
- improper handling
- improper installation
- improper operation
- misapplication
- misuse

Any product that, with the passage of time, has:

- loss of color intensity
- loss of pleating if product is not held in raised position a portion of the time
- yellowing or cracking of plastic parts or foam wood product

Any motorized product

Natural wood products that have:

- variations in color, grain, or texture
- warping of wood slats in high-humidity areas

Costs associated with:

- product removal
- product remeasure
- product reinstallation
- transportation to and from the retailer
- incidental or consequential damages
- shipping
- brand label removal

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

### TO REPORT SHIPPING DAMAGE

If damage occurred during shipping, call 1-800-538-6567 and report within 14 calendar days or else you may be denied credit for your damaged product.

### TO OBTAIN SERVICE



For online product-specific troubleshooting information, refer to [www.levolor.com](http://www.levolor.com) or [www.kirsch.com](http://www.kirsch.com).



If you suspect this Levolor Window Fashions product has a manufacturing defect in materials or workmanship:

1. Locate the sales receipt (proof of purchase).
2. Call 1-800-538-6567.

Any unauthorized returns will not be accepted.

### WARRANTY REMEDY

**THIS SHALL BE YOUR SOLE REMEDY UNDER THIS LIMITED WARRANTY.**

If this Levolor Window Fashions 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
- Colors vary from lot to lot and may not exactly match sample swatch or previous purchases.
  - Discontinued items or color selections will be replaced with the closest equivalent current 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.

**SAVE THIS WARRANTY CARD WITH YOUR PROOF OF PURCHASE**