

General

Warranty Policy

All Shade-O-Matic blinds and shades are covered with the Limited Lifetime Warranty.

Products shall be free from defects in material and workmanship for so long as the original retail purchaser owns the products, provided that: (1) such products were properly installed in accordance with accompanying instructions in residential dwellings in the window or door for which they were purchased; (2) the products are manually operated custom products which have not been modified or altered.

This warranty does not cover damage to the product resulting from misuse, abuse, alterations, dry cleaning, cleaning with ultrasonic method, discolouration or colour change due to sunlight or passage of time, humidity, exposure to salty air or corrosive materials, warpage due to high humidity or excessive heat. This warranty does not apply to natural features of the products or conditions caused by normal wear and tear upon the product, including normal fading from sunlight.

Dye lots may vary within commercial tolerances, therefore, colours of fabrics and woods may vary from the samples. Dye lots may not match samples of previous purchases. This applies to all product lines.

In the event of a defect under this warranty, Shade-O-Matic shall at its option repair or replace the product. Our warranty obligation excludes labour costs for measuring and installation outside of one year. Repairs will be made with like or similar parts. It is the responsibility of the Dealer to get the product from the end-consumer back to Shade-O-Matic for any warranty work.

Note: In the event there are multiple blinds or shades in the same room, only the defective blinds or shades will be repaired or replaced. Shade-o-matic can not guarantee a dye lot match to existing blinds. Different warranty periods and terms apply for commercial applications.

This warranty is exclusive and in lieu of all other obligations, liabilities or warranties written or oral. In no event shall Shade-O-Matic be liable for incidental or consequential damages or for any other direct or indirect damage, loss, cost expense or fee.

Warranty Guidelines

Product/Component	Period of Coverage
All moving parts, headrails, components	Limited Lifetime
All fabrics (except Sheer)	5 Years
Sheer Vertical Wrap Fabrics	1 Year
Horizontal Shadings Fabrics	3 Years
Cording Systems	3 Years
Chaindrive Mechanisms	5 Years
Wood Slats, Faux Wood Slats, Aluminum Slats, PVC Slats and Vanes	3 Years
Woven Woods	1 Year
MTM Products	1 Year
Motors for Automated Blinds	
All Products	5 Years
Electronic Equipment	
Remote Control, Switches, etc.	5 Years