



### **About the GREENGUARD® Environmental Institute**

The GREENGUARD Environmental Institute (GEI) is an industry-independent, non-profit organization that oversees the GREENGUARD Certification Program. As an ANSI Authorized Standards Developer, GEI establishes acceptable indoor air standards for indoor products, environments, and buildings. GEI's mission is to improve public health and quality of life through programs that improve indoor air. A GEI Advisory Board consisting of independent volunteers, who are renowned experts in the areas of indoor air quality, public and environmental health, building design and construction, and public policy, provides guidance and leadership to GEI.

### **About GREENGUARD® Certification**

Product certification program for low emitting interior building materials, furnishings, and finish systems. All GREENGUARD Certified Products have been tested for their chemical emissions performance and can be found in the GREENGUARD Online Product Guide.

### **About GREENGUARD® Gold (for Children & Schools Certification)**

A product certification program for low-emitting interior building materials, furnishings, and finish systems used in educational, office and other sensitive environments. All GREENGUARD Gold products have been tested for their chemical emissions performance according to CA 01350 and can be found in the GREENGUARD Online Product Guide.

GREENGUARD Gold program's minimum requirements comply with the State of California's Department of Health Services Standard Practice (CA Section 01350) for testing chemical emissions from building products used in schools, offices and other sensitive environments. As such, GREENGUARD Gold products can be used as a strategy to earn valuable credits in the CHPS Best Practices Manual for K-12 schools, U.S. Green Building Council's LEED® Green Building Rating System, Green Guide for Healthcare™, NAHB Green Building Guidelines, Green Globes, Regreen and numerous other local green building codes.

Children are more heavily exposed to environmental toxins than adults; as a result their exposure levels are the basis for sensitive environments. They consume more food, water, and have higher inhalation rates per pound of body weight than adults. To account for inhalation exposure to young children with greater sensitivities, a body burden correction factor of 0.43 has been applied to current allowable emission levels from indoor materials and furnishings.

Emission controls are established to define low-emitting materials for environments where people spend extended periods of time and have children and sensitive adults in residence. These may include schools, daycares, healthcare facilities and residential and commercial spaces.

See the following page for the Greenguard Certificates for LEVOLOR Shutters. For more information about Greenguard, please visit their website at [www.greenguard.org](http://www.greenguard.org).

### **LEVOLOR Shutters and GREENGUARD®**

LEVOLOR Shutters has been tested and verified for both GREENGUARD Indoor Air Quality and GREENGUARD Gold. See page A5 for the GREENGUARD Gold Certificate issued to LEVOLOR Shutters. In addition, GREENGUARD has listed LEVOLOR Shutters on their website as being resistant to the growth of mold. For more information about GREENGUARD, please visit their website at [www.greenguard.org](http://www.greenguard.org).

# 25 YEAR WARRANTY

## LEVOLOR® Shutters

Shutters are warranted by

### LEVOLOR®

The Manufacturer  
To: The Original Owner

\_\_\_\_\_  
Purchaser's Name

\_\_\_\_\_  
Purchaser's Address

\_\_\_\_\_  
Purchased at:

Name of Retailer/Dealer

\_\_\_\_\_  
Date Purchased:

\_\_\_\_\_  
Installed by:

Name of Installation Company

\_\_\_\_\_  
Date Installed:

LEVOLOR Shutters are intended for interior use only. See reverse for terms and conditions contained in this 25 Year Warranty.

## 25 YEAR WARRANTY REGISTRATION CERTIFICATE

\_\_\_\_\_  
Purchaser's Name

\_\_\_\_\_  
Purchasers' Address

\_\_\_\_\_  
Purchased at:

Name of Retailer/Dealer

\_\_\_\_\_  
Date Purchased:

\_\_\_\_\_  
Installed by:

Name of Installation Company

\_\_\_\_\_  
Date Installed:

# WARRANTY COVERAGE

## LEVOLOR® 25 Year Limited Lifetime Warranty for Shutters

### What is Covered?

LEVOLOR Shutters extends a 25 year limited lifetime warranty on the enclosed product (unless a shorter period is provided below) to the original residential retail purchaser only if the product was properly installed and remains in the original window and/or door. LEVOLOR Shutters are intended for internal use only.

The product is covered against manufacturing defects (i. e., a flaw in the product design, materials or workmanship that causes the product to no longer function) and has a 25 year limited lifetime warranty. The warranty on the frame and panels shall remain in effect only if normal cleaning practices are followed periodically.

LEVOLOR reserves the right to decline to manufacture out-of-spec, or void warranty on any panels ordered over the maximum widths, heights, square footage or divider rails not used when required.

This warranty applies only to product produced within LEVOLOR's specifications. If product is ordered outside of LEVOLOR's specifications, LEVOLOR may either decline to produce such out of spec product, or produce such product to be sold without warranty coverage.

### 5 Year Limited Lifetime Warranty on Hardware

LEVOLOR Shutters warrants that the hardware will remain in good operational condition for a period of 5 years from the date of manufacture.

### 5 Year Limited Lifetime Warranty on Motorization (excluding remote)

LEVOLOR Shutters warrants that the motor will remain in good operational condition for a period of 5 years from date of manufacture.

### What is 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
- remote controls

Any damage caused by:

- wind, hail, lightning, or other acts of God
- intentional acts, accidents, negligence, or exposure to harmful chemicals or pollutants

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 shutters in the same room, only the defective shutters will be replaced. Some states/provinces do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

### To Report Shipping Damage

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

### To Obtain Service

For online product-specific trouble shooting information, refer to [LEVOLOR.ca/Shutters](http://LEVOLOR.ca/Shutters).

If you suspect this LEVOLOR 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 25 YEAR LIMITED LIFETIME WARRANTY.

If this Levolor 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
- Shutters are light controlling and not black out.
- Discontinued items or color selections will be replaced with the closest equivalent current product.

### Your Right Under State or Provincial Law

This 25 year limited lifetime warranty gives you specific legal rights, and you may have other rights, which vary from state to state/province to province. Some states/provinces 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 25 year limited warranty supersedes any previous versions.

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