



Warranty

Off Cut Shades Limited Lifetime Warranty

Who Is Covered And For How Long?

The warranty is extended to the original purchaser as long as the original purchaser owns the products. This warranty is not transferable.

Somfy and SG Rechargeable Motorized products are covered for 5 years from date of purchase.

Builds using 2" tubes with SG Rechargeable, Sonesse 30, and Sonesse 30 Wirefree motors are warranted for only 2 years.

What Is Covered?

- Defects in materials or workmanship.

What Is Not Covered?

- Any conditions caused by normal wear and tear.
- Environmental damage (humidity, UV, temperature, animal abuse, etc.).
- Acts of God (flood, tornadoes, fires, etc.).
- Improper handling or installation, abuse, accidents, misuse, or alterations. Costs associated with labour for any purpose, product removal, product installation, shipping or transportation, trips to or from product destination, or other incidental or consequential damages.
- Production contrary to Off Cut Shade's recommendations resulting in damage to the fabric. This includes requests to make shades exceeding the 1:2.5 width to height ratio or requests to railroad fabrics not recommended for railroading.

Remedy

If a Off Cut Shade product is found to be defective under the warranty, Off Cut Shade will, at its discretion, repair or replace the defective product with like or similar parts or products. Note: Fabric colours vary from dye lot to dye lot and may not exactly match sample swatch or previous purchases. Discontinued items will be repaired or replaced with an equivalent product, based on current availability.

To Obtain Service

To attain service under this warranty the dealer must obtain a RMA # and send the original product to Off Cut Shades. If less than 12 months since original ship date, Off Cut Shades will arrange for pick up. If after 12 months, return blinds to Off Cut Shades freight prepaid. Off Cut Shades will not assume responsibility for lost or damaged items without a RMA #.