
Warranty, Care and Maintenance

We are proud to offer a three-year warranty for components and one year for products to our customers. Each shade undergoes careful inspection before being sent out to our customers. Under normal and proper use, three-year limited warranty applies such shades are free from defects due to faulty workmanship or materials. This warranty is not applicable to accidents, alteration, abuse, misuse, misapplication or failure to follow instructions or defects due to faulty installation. For claims covered during the warranty period, product will be replaced or repaired free of charge.

Natural conditions such as color variance and fading due to sun exposure, slats / reed warpage from high humidity, as well as stretching and shrinking of shades due to temperature and humidity, are excluded from the warranty. This warranty does not cover liability for loss, damage or injury, direct or consequential, arising out of the use or inability to use the product. Warranty does not cover labor on location, service calls, reinstallation or expenses involved in shipping, packaging and returning merchandise unless authorized.

Care and Maintenance

Woven wood shades are easy to maintain and are extremely durable. Raising and lowering shades periodically aids in reduction of dust accumulation. Or simply vacuum with a soft brush attachment. In high traffic areas, you may want to scotch guard your shades with 3M Scotch Guard spray for added stain protection. The functional lifetime of the operation hardware is far greater than normally needed.