

Child Safety, Care and Warranty

Child Safety

Our Sheer Shadings are designed with child safety as a priority. To reduce the risk of strangulation, our fabrication methods incorporate features to comply with the current ANSI cord safety standard. Fabrication methods include cord stops, Cord-Shield cording, and tension devices.

Caring for Shades

The soft, delicate feel of the fabric belies the durability of the material. It is made from a sturdy, knitted polyester fabric which can be feather dusted or vacuumed at a low setting. Spots or stains can be lightly rubbed clean with a damp sponge and mild soap. To avoid discoloration of the material, we recommend against the use of chemical cleaners. The sheer fabric may also be ultrasonically cleaned. **Important: Do not clean the fabric using electrostatic wipes such as Swiffer® or Pledge Grab-It®.**

Policies & Warranties

Sheer Fabric

Knitted fabric may experience minor weave variations due to heat, humidity and other room conditions. These variations can result in light bowing, puckering and dimpling of the material. This is considered normal and does not constitute a failure in either workmanship or materials. The possible variations are minor and have been shown through case study, not to detract from the beauty of the product.

Limited Lifetime Warranty

The manufactured product is warranted against original defects in materials or workmanship for as long as the original purchaser owns the product provided that:

- The product was properly installed in a residential or commercial dwelling;
- The product was made or assembled exclusively from the original manufacturer's materials and components;
- The manufacturer's recommendations were followed regarding limitations and specifications.

This warranty extends only the original purchaser of the above stated products.

Obligations to the Consumer are limited to the repair or replacement of parts or products found to be defective. The manufacturer is not responsible for handling shipping charges or labor costs, for measuring and taking the product down.

If repairs are made under this warranty, the repairs will be made with like or similar parts.

Motorization Components and accessories have a five-year limited warranty. Batteries not included.

What the Warranty Does Not Cover

This warranty does not cover conditions or damages caused by abuse, accidents, alterations, misuse, or failure to follow instructions for measurement, installation, use, cleaning, or maintenance. Normal wear and tear, including but not limited to the items or occurrences below, is not covered by the warranty.

All fabrics can lose original intensity after long exposure to the sun. When left for extended periods in direct sunlight, plastics tend to yellow or crack over time. Some loss of color intensity or discoloration may occur in plastic materials or wood finishes when exposed to direct sunlight over long periods of time.

Colors may vary from lot to lot and may not exactly match samples of previous purchases.

The manufacturer considers these items or occurrences normal wear and tear, and they are not covered by this warranty.

THIS WARRANTY IS EXCLUSIVE AND IN LIEU OF ALL OTHER WRITTEN OR ORAL WARRANTIES OR OBLIGATIONS AND LIABILITIES. No person is authorized to extend or alter this warranty. The manufacturer SHALL HAVE NO LIABILITY WHATSOEVER FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES. Some states do not allow the exclusion or limitation of incidental or consequential damages, so this limitation or exclusion may not apply to you. For Service Warranty claims: Please contact the original dealer for warranty assistance.

Conditions of Sale

All products are custom fabricated to your exact specifications. We cannot accept responsibility for errors in ordering or cancellations and changes after the order is in production.

Service and Repair

Service may be obtained by contacting our Customer Service Department. No products, parts, components or other materials will be authorized for return or repair without prior approval from the manufacturer. A Return Authorization (RA) may be obtained by contacting our Customer Service Department. In order to provide the quickest service possible, please have your Work Order number and original order information available when you call.