



CACO, INC.
WINDOW FASHIONS

Watauga Wood Shutters

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How to place an order

For your convenience, CACO provides you with the option of placing orders by either telephone, email, online or fax (if placed by fax, CACO will provide order forms at no additional cost; customers must request forms). Orders placed after 3:00 pm EST will be forwarded to the next business day.

Placing Order

CACO Customer Service Representatives are available between the hours of 8:30 am and 5:00 pm Eastern Standard time at **1-800-552-5278**. However, shutter orders may not be placed by phone. The required order form will be included in this guide and a fillable PDF will be available on our website here: [Watauga Wood Shutters Order Form](#). Forms. Once completed, forms can be email to customerservice@cacoinc.com or faxed to **1-866-926-5836**. Please ensure that forms are filled out completely. Any omission of pertinent information will only delay your orders manufacturing time.

Online Orders

At this time orders cannot be placed online; you will need to contact customer service to for information about these products.

How to add on or make changes to an order

Before your order is put into production you will receive an order confirmation, please review this before approving your order. Once orders are submitted into production, changes cannot be made.

How to cancel an order

Cancellations or changes require an immediate response and can only take place up until the start of fabrication. You must first identify your P.O. number or side mark and then state the cancellation or change. Cancellations must be faxed or emailed in writing only, phone calls are not permitted. If an order has already been cut, a minimum charge of 50% will apply.

Should you order for the same room at different times?

This is a frequently asked question and should be addressed and explained at the point of sale. Under normal circumstances shutters should be ordered for the same room at one time to prevent color deviations, as a result of paint color variations from original lot to the other. If additional shutters are ordered at a later time for the same room there can be a distinct color difference from the existing product to the new product. Also, window coverings that have been previously installed can have shade differentiations from newer products due to the progress of aging.

Questions concerning an order

Once you contact customer service you must have your P.O. number and/or side mark available.

Shipping and Handling Charges

- Delivery is \$1 per square foot with a \$125 minimum
- Orders will be delivered by private LTL delivery.

Credit and additional charges

Open accounts are established by submitting a CACO credit application. You will be required to list trade and bank references as well as a current sales tax id number. C.O.D. accounts are also obligated to submit a credit application. Invoices are due within 30 days of the date posted. After 30 days accounts will be charged 1.5% interest per month. CACO reserves the right not to ship to accounts with past due balances.

Payment Policy

Current payment methods accepted are check, emailed or faxed checks for ACH processing, credit cards (Mastercard, Visa, Discover) and online payments by credit card or bank draft. Due to additional credit card fees, effective March 8th, a 2% processing fee will be added to all credit card payments. This fee can be avoided by either mailing checks to our PO Box or to expedite payments send a copy of your check along with our Check by Fax form by email to customerservice@cacoinc.com or fax to (866) 552-5278. Please note CACO will not automatically charge any credit card or process ACH transaction without approval at the time of each transaction.

If you receive product that has been visibly damaged while in transit

Before accepting any shipments, please examine each carton carefully. If shipment shows any signs of mistreatment or damage, i.e., wheel marks, crushed or bent cartons note this on the bill of lading and have the driver sign it and note damage. Should a replacement be necessary, CACO will bill you. Your replacement invoice will enable you to file a claim with the responsible carrier. It is imperative that you count all cartons prior to signing the bill of lading; any shortages must be noted on the bill of lading with the driver's signature.

Shipping discrepancies

If the product received does not agree with your packing slip, contact a CACO customer service representative within 24 hours. Your representative will verify any action needed for a resolution and expedite any necessary replacements.

If you should receive a defective product

Your warranty protects you against defective products (please read your warranty for all information, disclaimers and liabilities). Should you receive a defective product, contact CACO customer service and provide detailed information including your P.O. number. If the product is not sent back for repair, you will be invoiced for a replacement and required to return back the original product to CACO for inspection. Any issue arising past 30 days from receipt of original order will be required to return product for repair.

Watauga Wood Shutters provides the traditional elegance of fine crafted wood shutters to any window.

Constructed with the finest North American hardwood and manufactured on the most technologically advanced equipment, the Watauga Wood Shutters create the classic beauty that only wood shutters can provide.

Additionally, the shutters are finished with environmentally friendly coating. No Lacquers, oils or other harmful VOC emitting coatings are used to ensure that you have the safest product available for your home.

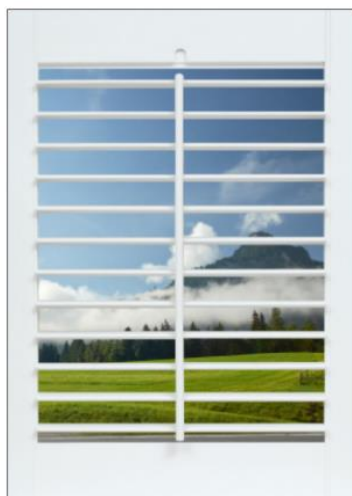
Features

- 21 Paint Colors
- Environmentally friendly coatings
- Hard wood construction
- Match any window shape or size
- Hidden tilt available (Superview)
- 5 louver sizes
- Lifetime Warranty



Louver Sizes

Window View

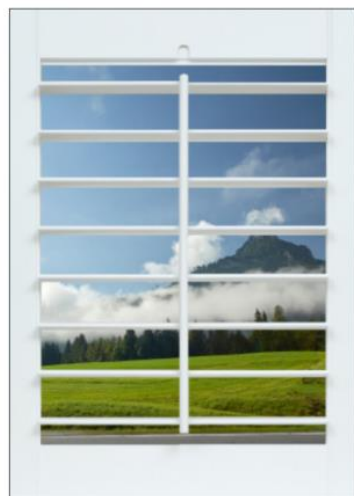


2 1/2" View

Louver Size

2 1/2" Elliptical Louver
1/2" x 2 1/2"

2 1/2" Flat Louver
(FL2) 3/8" x 2 1/2"



3 1/2" View

3 1/2" Elliptical Louver
(TL3) 1/2" x 3 1/2"

3 1/2" Flat Louver
(FL3) 3/8" x 3 1/2"



4 1/2" View

4 1/2" Elliptical Louver
(TL4) 1/2" x 4 1/2"

Tilt Rod Options



Superview (hidden tilt rod)
Shown with Divider Rail



Classic Tilt Rod
Shown with Split Tilt Rod option

Door Cutouts

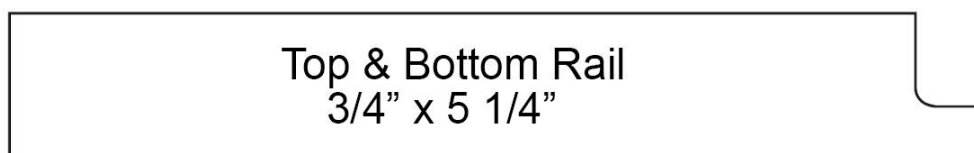
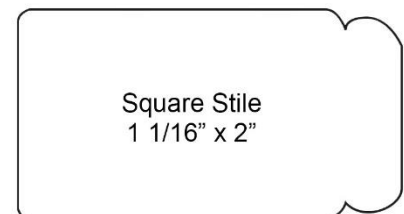
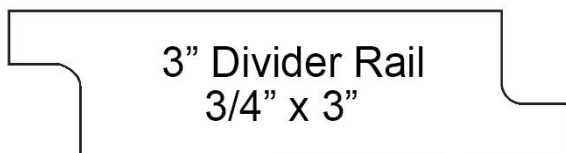
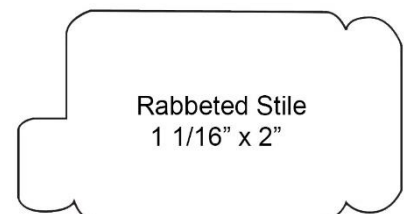
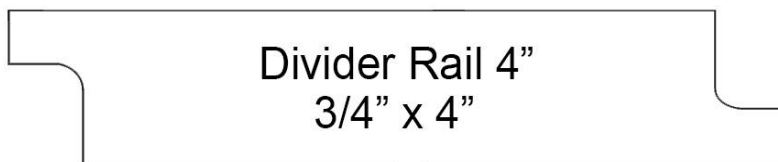
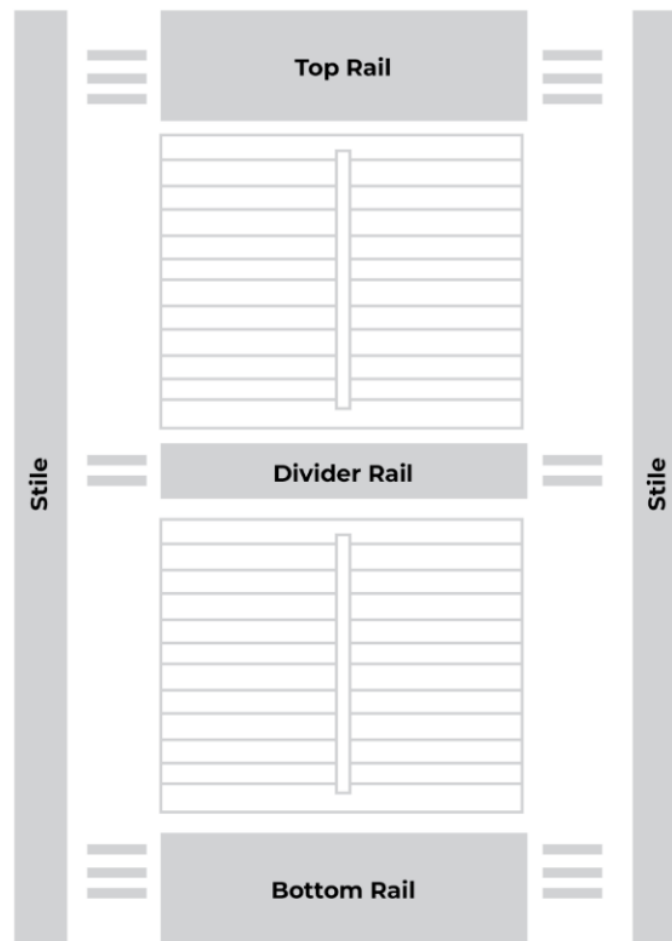


Radius



Rectangular

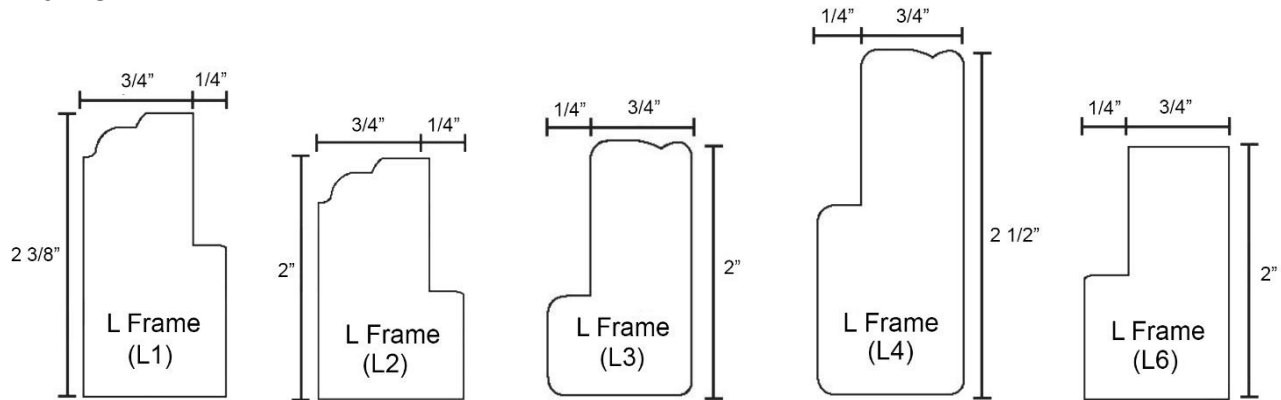
Rails & Stiles



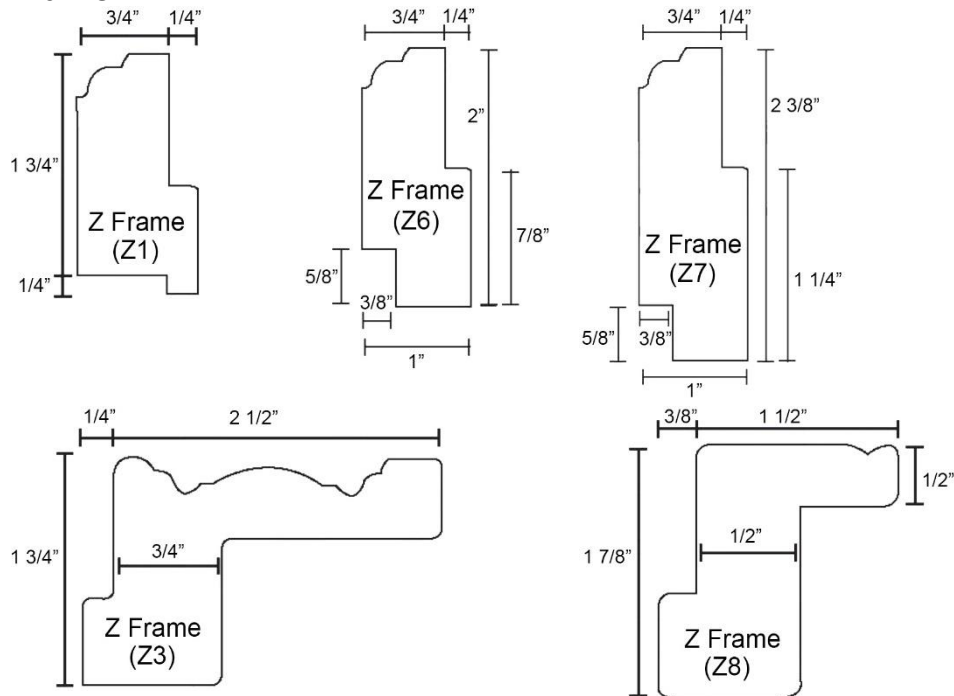
Watauga Wood Shutter

Shutter Component Profiles

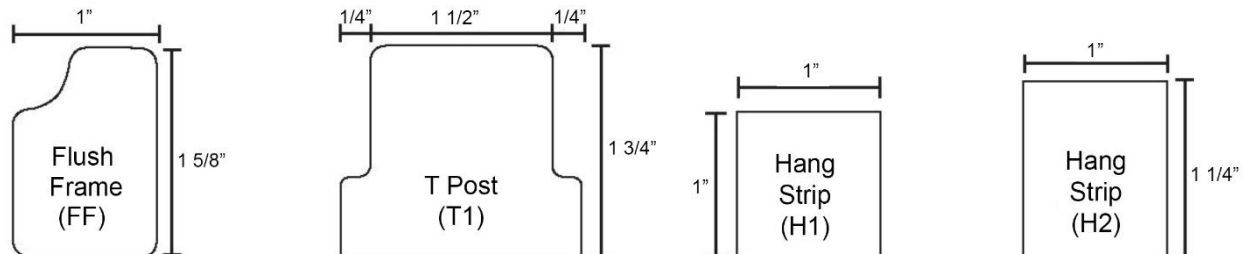
L Frame



Z Frame



Other Components



L Frame Profiles



L1, L2



L3, L4



L6

Z Frame Profiles



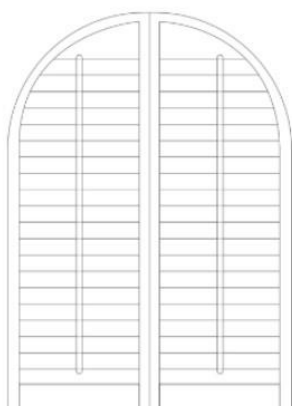
Z3



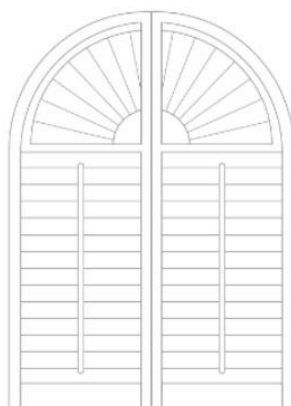
Z6, Z7



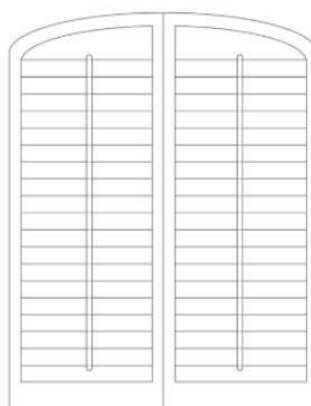
Z8



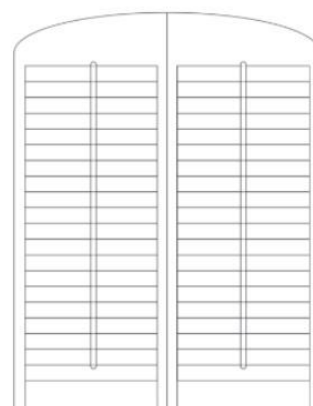
Standard Arch



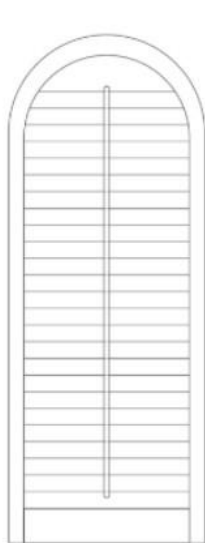
Sunburst Arch



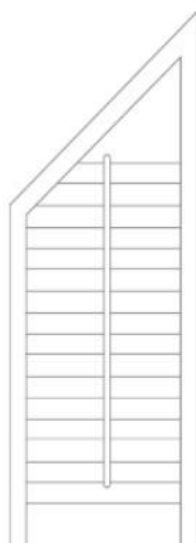
Eyebrow Arch



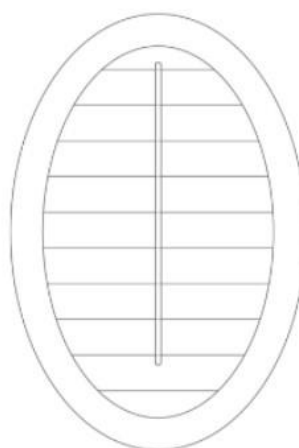
Headrail Cut



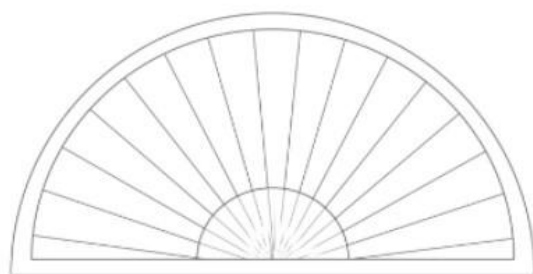
Bullet Arch



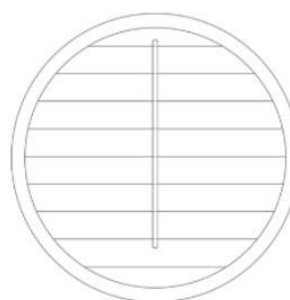
Rake Arch



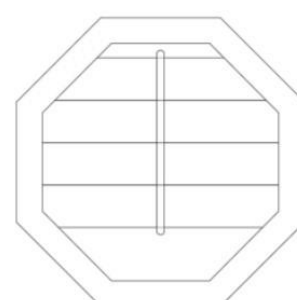
Oval



Sunburst



Circle



Octagon

Options, Upgrades and Specialty Pricing

Panel Size Limitations	Width		Height	
Single Panel	9"	36"	10"	136"
Single Panel with Bifold	9"	30"	10"	136"
Single Panel with Bifold Track	9"	30"	10"	136"
Single Panel with Bypass Track	9"	36"	10"	136"

NOTE: All panels over 80" tall require a divider rail. (Customer may specify location)

Maximum Size Limitations Per Window Opening	
Opening width without a T-Post	121 1/2" Including Frame
Opening width with a T-Post	Unlimited (spliced over 140")
Opening Height	137 3/4" Including Frame

Framing Options				
Frame Code	Description	Dimensions	Additional Upcharge	Available Number of Sides
L1	2 3/8" L Frame (Ogee Profile)	2 3/8" x 1"	None	2,3,4
L2	2" L Frame (Ogee Profile)	2" x 1"	None	2,3,4
LD*	3" L Frame (Ogee Profile)	3" x 1"	*	2,3,4
L3	2" Beaded Frame	2" x 1"	None	2,3,4
L4	2 3/8" Extended Beaded Frame	2 3/8" x 1"	None	2,3,4
Z1	Tilt in Window Frame (Ogee)	2" x 1"	None	2,3,4
Z3	Decorative Z Frame	1 3/4" x 2 3/4"	None	2,3,4
Z8	Extended Beaded Z Frame	1 7/8" x 1 7/8"	None	2,3,4
Z6	O-Z Frame	2" x 1"	None	2,3,4
Z7	Extended O-Z Frame	2 3/8" x 1"	None	2,3,4
H1	Square Hang Strip	1" x 1"	None	2,3,4
H2	Rectangular Hang Strip	1 1/4" x 1"	None	2,3,4
T1	T-Post	1 3/4" x 2"	None	

*Up-charge with non-door & non-sidelight units

Louver Options			
Size	Elliptical	Flat	Finish
2 1/2" x 7/16"	Yes	Yes	Smooth
3 1/2" x 7/16"	Yes	Yes	Smooth
4 1/2" x 7/16"	Yes	No	Smooth

Available Colors (Painted)	
Color Number	Color Name
001	Ultra Pure White
002	White
003	Off White
005	Creamy
007	Almost White
009	Pearl
010	Fleece
011	Aspen
013	Antique White
014	Dover White
015	Pearly White
016	Alabaster
020	Navajo White
021	Moderate White
023	White Dove
027	Decorator White
031	Whispering Birch
036	Shoji White
038	Extra White
039	Pure White
040	Snowbound

Divider Rails	
Louver Size	Rail Size
2 1/2" Elliptical	4"
2 1/2" Flat	4"
3 1/2" Elliptical	3"
3 1/2" Flat	3"
4 1/2" Elliptical	4"

Hinge Options Colors*
White
Almond
Polished Brass
Antique Brass
Brushed Chrome
Oil Rubbed Bronze
Dark Pewter
* Non-Mortised Hinges Standard



Left to Right:

Antique Brass, Polished Brass, Almond, White, Brushed Chrome, Oil Bronze, Dark Pewter

Options, Upgrades and Specialty Pricing
Options and Upgrades

Super View (Hidden Tilt Rods)	15% Upcharge
Café Panels	15% Upcharge
Double Hung Panels	15% Upcharge
Oil Rubbed Bronze Hinges	\$.40 per hinge
Dark Pewter Hinges	\$.40 per hinge
Astragals	15% Upcharge
Mortised Inner-Panel Hinges	\$12.50 per opening
Custom Framing	Quoted upon request
Attach magnets	\$1.25 per panel

Specialty Options

French Door Cutout	\$110 per panel
Arched Frames (Some over-sized frames extra)	\$98 per opening
Standard Rake Top Arch Panel	\$110 per panel
Standard Arch-Top Panel	\$110 per panel
Suntop Arch Panel	\$140 per lineal ft
Headrail Cut for Eyebrow Arch (5" max drop)	\$37 per panel
Sunburst (Near half-circle shape. Up to 72" wide)	\$140 per lineal ft
Over-sized or irregular Shaped Sunburst	Quoted upon request
Horizontal louvered arch (Near half-circle shape. Common stile extra)	\$140 per lineal ft
Circle	\$206 per lineal ft
Oval (Pricing based on longest dimension)	\$206 per lineal ft
Oval or Circle Frame	\$196 per opening
Octagon (Pricing based on longest dimension)	\$206 per lineal ft

Warranty

Watauga Wood Shutters are backed by a Limited Lifetime Warranty against original defects in materials or workmanship for as long as the original retail purchaser owns the product, provided that the products were properly installed in the original intended window, in residential dwellings, the products were made and/or assembled exclusively from our materials and components, and our recommendations were followed with regard to limitations and specifications. Any resale or other transfer of the product and/or materials voids this warranty.

Colorfastness is warranted for three years on all shutters. Some warpage in wood materials, as well as natural variations in color and/or grain effect are normal and are not considered defects. As with any window treatment product which is exposed to the sun, some fading and/or discoloration may occur over time. This is common and is not considered a defect.

The obligation of CACO, Inc. is limited to repair and replace the shutter components found to be defective and excludes shipping charges, trip charges or labor costs for removal and/or reinstallation. Repairs will be made with like/ similar parts.

Warranty claims must be accompanied by proof of purchase, and details regarding the nature of the problem, etc.

This Limited Lifetime Warranty does not cover any conditions caused by normal wear and tear, accidents, alterations, misuse, abuse, exposure to the elements, inappropriate cleaning methods/materials or unauthorized repairs.

This Limited Lifetime Warranty is exclusive and in lieu of all other obligations, liabilities or warranties. In no event shall Classic Window Coverings or its distributors be liable or responsible for incidental or consequential damages or for any other direct or indirect damage, loss, cost, expense or fee.