

WARRANTY

Royal Windows Inc. warrants that our product will be free from defects in materials and workmanship for as long as the original purchaser owns the product (Limited 2 year and 1 year warranty products do not apply), PROVIDED THAT

- Products were properly installed
- Royal Windows recommendations were followed with regard to limitations and specifications.
- All Comfortex and Somfy products, please refer to the manufacturers' catalogs.
- All Shutter products, please click the link "**Download Shutter Warranty**" on each particular product page.

This warranty does NOT COVER

- Any loss or damage resulting from accidents, improper use of cleaning chemical, alterations, misuse, abuse, motorized devices, or failure to follow our instructions with respect to measurement, installation, cleaning or maintenance.
- Any loss or damage resulting from removal of the product and reinstallation in the same or another window.
- Some slight warpage, as well as natural variations in color and grain effect, are normal with wood and PVC products and are not considered defects. Materials can lose original intensity after long exposure to the sun. When left for extended periods in direct sunlight, plastic and PVC tend to crack and discolor. Exposure to elements including but not limited to salty air, humidity.
- Products ordered outside of the recommended manufacturing specifications (oversized blinds). All products that are discontinued in the normal course of business are specifically excluded.
- Normal wear and tear. That includes all moving parts, such as cords will eventually wear out and fray. Royal Windows considers these things as normal wear and tear and will carry a 3 year warranty.
- This limited warranty does not cover transportation costs to and from the retailer, cost of removal, re-measure, reinstallation of product or any incidental or consequential damages.

To obtain warranty service

- Contact the dealer from whom you purchased the product. If the dealers you have purchased the blinds from are not in business anymore, contact our direct number (214) 412-1189.
- The dealer will contact our customer service department by phone (214) 412-1189, fax (214) 412-1188, or e-mail customerservice@royalwindowsinc.com
- Customer/Homeowner will be responsible for transporting the product to and from Royal Windows.
- Warranty claims must include details regarding the nature of the problem and proof of purchase such as our invoice number or order number. All return products must be approved by Customer Service. Please contact Customer Service for Return Authorization Number.

The obligation of Royal Windows is limited to repair or replacement of the product or components found to be defective and excludes shipping charges and labor costs for measuring and installation. Repairs will be made with like or similar parts.

THIS WARRANTY IS EXCLUSIVE AND IN LIEU OF ALL OTHER OBLIGATIONS, LIABILITIES, OR WARRANTIES. In no event shall Royal Windows be liable or responsible for INCIDENTAL OR CONSEQUENTIAL DAMAGES or for any other direct or indirect damage, loss, cost, expense or fee. Some states do not allow the exclusion or limitation of incidental or consequential damages, so this exclusion or limitation may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

Limited Warranty

Royal Windows Inc. warrants its products to be free from defects in workmanship and materials for a period of 1 year from the date of purchase.

Royal Windows Inc. is not responsible for any incidental costs or consequential damages. Abuse, misuse, improper installation and inappropriate application of Royal Windows Inc. are not covered under this warranty and are the responsibility of the retailer or distributor.

Royal Windows Inc reserves the right to make final determination on all warranty claims. Royal Windows Inc will replace, refund or issue credit at its option.

Royal Windows Inc. does not deal with end users.
Warranty claims must be processed through customer of record.

State laws vary and may affect this warranty.

Royal Windows Roller Shade Warranty

Royal Windows offers a Five Year Limited Warranty on all fabrics, fascia and beaded chain from the date of purchase by the original purchaser as long as the original purchaser owns the product, provided that the product was installed properly and in accordance with the installation instructions.

This warranty does not include any conditions or damages resulting from accidents, alterations, misuse, abuse, misapplication, improper handling, installation, repairs, operation, cleaning, exposure to any and all natural and manufactured excessive heat sources. (Excessive heat sources include, but not limited to; magnification of sun light through cubes of glass, heaters of any kind, ovens, candles, lighting fixtures, etc.) This warranty does not cover variation in fabric color in high humidity areas. Normal wear and tear is not covered.

All moving parts, such as clutches and chain (internal and external), will eventually wear out and fabric may fray. Royal Windows considers these things as normal wear and tear and will carry a Three Year Limited Warranty.

This Warranty does not cover transportation costs to and from the retailer, costs of removal, re-measure, reinstallation of product, or any incidental or consequential damages.

If Royal Windows product is found to be defective in materials or workmanship, we will, at our discretion, repair, replace or refund the cost of a product which fails to conform to this Warranty. Colors vary from lot to lot and may not exactly match sample swatch, or previous purchases. Discontinued components or color selections will be replaced with the closest equivalent current product.

To obtain service, contact the Dealer from whom you purchased the product.

This Warranty is exclusive and in lieu of all other obligations, liabilities or warranties. In no event shall Royal Windows or its licensed fabricators or distributors be liable for incidental or consequential damages, or for any other damage, loss or expense, cost or fee associated with such damage. In some states, exclusions for incidental or consequential damages are not allowable.

Dealers must use safety devices supplied by Royal Windows in accordance with Window Covering Safety Counsel guidelines.

This Warranty gives you specific legal rights, and you may also have other rights, which vary from state to state. Policy is subject to change without notice.