



Limited Warranty

This warranty applies to the original purchaser of a new product purchased from an authorized Merchant Blinds dealer or selling agent while the product remains in the original window.

How Long This Warranty Lasts

For residential customized products Merchant Blinds warrants the product on the terms set forth below for three (3) years from the date of original purchase.

For commercial applications, contract quotes or stock blinds Merchant Blinds warrants the product on the terms set forth below for one (1) year from the date of original purchase.

Covered

Merchant Blinds warrants the product against manufacturing defects (i.e. a flaw in the product design, materials, or workmanship that causes the product to no longer function) when the product is used normally.

Not Covered

Normal Wear and Tear

Any product that fails due to:

abuse • exposure to salt air • improper installation • accident • extraordinary use • improper operation • alterations • improper cleaning • misapplication • damage from pests/insects/pets • improper handling • misuse

Costs associated with:

product removal or reinstallation • transportation or trip charges to and from the dealer • brand label removal • product re-measure • incidental or consequential damages • shipping charges

In the event there are multiple blinds/shades in the same room, only the defective blind/shade will be replaced.

When There is Shipping Damage:

If damage occurred during shipping, call and report within 7 calendar days of receipt or else you may be denied credit for your damaged product.

To Obtain Service:

Warranty claims must be accompanied by proof of purchase as well as details and photos regarding the nature of the problem. To obtain warranty service, please contact your servicing retailer.

Warranty Remedy:

THIS SHALL BE YOUR SOLE REMEDY UNDER THIS LIMITED WARRANTY. If this product is found to have a manufacturing defect in materials or workmanship, we will (at our discretion) do one of the following:

- repair the product
- replace the product
- refund the cost of the product

Colors vary from lot to lot and may not exactly match sample swatch or previous purchases. Discontinued items or color selections will be replaced with the closest equivalent current product. YOUR RIGHTS UNDER STATE LAW: This limited warranty gives you specific legal rights, and you may have other rights, which vary from state to state. Some states do not allow limitations on how long a warranty lasts, so the above limitations may not apply to you. No agent, representative, dealer, or unauthorized employee has the authority to increase or alter the obligation of this warranty. This limited warranty supersedes any previous versions.