



## **CUSTOM BLINDS & DESIGN'S TERMS OF SERVICE**

During the first year after initial installation, we'll service your Hunter Douglas Window Coverings at no charge. After the first year, in the rare case a repair is needed, we'll continue to service your Hunter Douglas coverings at no charge. A minimal trip fee will be applied however, for any repairs or services provided at your home or business. This applies to the original purchaser only, and all charges are in compliance with Hunter Douglas' Limited Lifetime Guarantee outlined below.

(Please refer to <https://help.hunterdouglas.com/s/article/Lifetime-Limited-Warranty> for more information.)

### **HUNTER DOUGLAS' LIFETIME LIMITED WARRANTY**

- *Hunter Douglas window fashion products are covered for defects in materials, workmanship, or failure to operate for as long as the original retail purchaser owns the product (unless shorter periods are provided below)*
- *All internal mechanisms.*
- *Components and brackets.*
- *Fabric delamination.*
- *Operational cords for a full 7 years from the date of purchase.*
- *Repairs and/or replacements will be made with like or similar parts or products.*
- *Hunter Douglas motorization components are covered for 5 years from the date of purchase.*

### **NOT COVERED BY HUNTER DOUGLAS' LIFETIME LIMITED WARRANTY**

- *Any conditions caused by normal wear and tear.*
- *Abuse, accidents, misuse, or alterations to the product.*
- *Exposure to the elements (sun damage, wind, water/ moisture) and discoloration or fading over time.*
- *Failure to follow our instructions with respect to measurement, proper installation, cleaning, or maintenance.*
- *Shipping charges, cost of removal, and reinstallation.*