



"Where Innovation is Always in Fashion"

Limited Lifetime Warranty

Comfortex warrants that its window treatments will be free from defects in materials and workmanship for as long as the original residential purchaser owns the product, provided that the product was installed properly and in accordance with the installation instructions. The limited lifetime warranty is extended to the original residential purchaser only, in the original window for which it was installed.

The 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, grain, or texture in natural wood products nor excessive warping of wood slats in high humidity areas. Loss of pleating is not covered if the product is not being cycled (held in the raised position a portion of the time). Normal wear and tear is not covered.

All moving parts, such as cords, will eventually wear out and fabric may fray. Comfortex considers these things as normal wear and tear and will carry a three year limited warranty. All fabric, including fabric vanes, panels, inserts, and shades carry a five year warranty. All wood alloy and faux wood slats carry a 5 year warranty.

This limited 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 a Comfortex 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 limited warranty. Colors vary from lot to lot and may not exactly match sample swatch, sample book, or previous purchases. Discontinued components or color selections will be replaced with the closest equivalent current product. This shall be your sole remedy under this limited warranty.

This Warranty is exclusive and in lieu of all other obligations, liabilities or warranties. In no event shall Comfortex 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.

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.

This limited warranty is exclusive of commercial use. 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.

TO OBTAIN SERVICE

For online product-specific troubleshooting information, refer to www.blindsgalore.com.

If you suspect this Comfortex Window Fashions product has a manufacturing defect in materials or workmanship contact:

Customer Service Center
www.blindsgalore.com
6555 Nancy Ridge Drive, Suite 100
San Diego, CA 92121
877-702-5463

Issue	Solution
Defects in Materials and Workmanship:	Comfortex will either repair the unit, replace the defective components* and/or fabric or remake the shade(s) at its discretion. Comfortex maintains the right to request a shade or shades to be return either prior to remaking or to determine if a repair or remake is required. Exception: One Third of the order must be returned, prior to the remake, when the remake is for 10 or more units.
Defects Over 1 Year:	Comfortex will repair/replace the defective components or fabric only.
Comfortex Error in Ordering/Fabricating:	Comfortex will either replace the incorrect components and fabric, or remake the shades at its discretion. Errors need to be reported within 30 days of receipt of the product.
Customer Error Conversion Requests:	Comfortex will convert a shade up to 3 months from the date of the original purchase at a cost. Shades to be converted must be returned at the customer's expense.
Cords or Restrings:	<u>Up to 3 years:</u> Comfortex will restring the shades at no charge. <u>Over 3 years:</u> Comfortex will restring the shades at customer's expense.
Fabric Fray:	<u>Up to 3 years:</u> Comfortex will repair the unit, replace the fabric or remake the unit at its discretion. <u>Over 3 years:</u> Fabric Fraying is considered a wearable occurrence and is not covered under the limited lifetime warranty after 3 years.
Fabric and Slats:	<u>Up to 5 years:</u> Comfortex will repair the unit, replace the fabric/slats or remake the unit at its discretion. <u>Over 5 years:</u> Fabric and slats are considered wearable and are not covered under the limited lifetime warranty after 5 years.
Return Shipping Charges:	<u>Up to 1 year:</u> Comfortex Error: UPS Call Tag, ARS Tag or truck pick-up will be issued for the return of the shades. <u>Over 1 year:</u> Customer is responsible for all shipping charges related to the return of the original or defective shade.
Dye Lot Match for Repairs and Remakes:	Comfortex is not responsible for slight textile shading variations from lot to lot. Dye lot variation will occur from original to remake. To match as closely as possible, the original will need to be returned for comparison.
Shangri La with Polyester cord:	The braided polyester cord does not have a reverse roll stop. If shade is raised above 24" in the reverse roll mode, there is a possibility of the fabric rubbing on the head rail. Comfortex reserves the right not to warrant wear and tear of fabric if damaged by roll-up in excess of 24".
Shangri La 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 Shangri-La 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 not to detract from the beauty of the products.
Motorization:	Somfy warrants their motors and motor control systems under normal wear and proper use for a period of 5 years starting from the date stamped on the motor. Mechanical, electrical and electronic accessories are warranted for 1 year from the date of invoice. Batteries are not covered by the warranty.