

BLINDSGALORE

Custom Shutters Limited Lifetime Warranty

Warranty Coverage

Blindsgalore Custom Shutters are backed by a 25-Year Limited Lifetime Warranty to the original residential retail purchaser, provided the product was properly installed and remains in the original window or door. Our shutters are designed for indoor use only. This warranty covers manufacturing defects — flaws in materials, design, or workmanship that cause the product to no longer function as intended — for as long as the original purchaser owns the product, up to 25 years. The warranty on the shutter frame and panels remains valid only if normal cleaning and maintenance practices are followed periodically. Blindsgalore reserves the right to decline manufacturing or void warranty coverage for any product ordered outside our published specifications (including maximum widths, heights, square footage limits, or when required divider rails are omitted).

Hardware Warranty

All operating hardware is warranted to remain in good working condition for 5 years from the date of manufacture.

What Is Covered

- Defects in materials, components, or workmanship under normal residential use.
- Products manufactured within Blindsgalore's standard specifications.
- Replacement parts or products will be made in the same or a similar style and color where possible. Discontinued products or colors will be substituted with the closest equivalent.

What Is Not Covered

This warranty does not cover failures or damages caused by:

- Improper installation, handling, operation, or cleaning
- Alterations or repairs not authorized by Blindsgalore
- Accidents, abuse, misuse, or neglect
- Damage from pets, insects, or exposure to salt air
- Extraordinary or commercial use
- Exposure to moisture, humidity, chemicals, or pollutants
- Acts of nature (fire, flood, wind, lightning, etc.)
- Shipping damage (must be reported within 14 calendar days of delivery)
- Normal wear and tear, including fading or discoloration over time
- Removal of brand labels

Costs not covered include:

- Product removal, reinstallation, or remeasurement
- Shipping or transportation costs
- Incidental or consequential damages

In cases where multiple shutters are installed in the same room, only the defective unit(s) will be

repaired or replaced.

To Obtain Warranty Service

1. Locate your proof of purchase (sales receipt).
2. Contact Blindsgalore Customer Care at 1-877-702-5463 or visit Blindsgalore.com/help-center for troubleshooting and assistance.
3. Unauthorized returns will not be accepted.

Warranty Remedy

If a Blindsgalore shutter is found to have a manufacturing defect, Blindsgalore will, at its discretion:

- Repair the product, or
- Replace the product, or
- Refund the original purchase price

This warranty constitutes the sole remedy available under this agreement.

Additional Terms

This warranty gives you specific legal rights, and you may also have other rights that vary from state to state or province to province. Some states or provinces do not allow limitations on how long a warranty lasts or the exclusion of incidental damages, so these limitations may not apply to you.

No agent, representative, or dealer has the authority to alter or extend this warranty. This document supersedes all previous versions of the Blindsgalore Shutters warranty.

Blindsgalore • 5744 Pacific Center Blvd, San Diego, CA 92121 • Phone: 1-877-702-5463 •
Email: customercare@blindsgalore.com • www.blindsgalore.com