

Joseph Allen 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.

## COVERED

Entire product against manufacturing defects (i.e. flaw in design, material or workmanship that causes the product to no longer work properly)..... Lifetime

Clutches & Hardware.....	Lifetime
Cords & Chains.....	3 Years
Fabrics.....	5 Years
Motors.....	5 Years
Motorization Accessories.....	1 Year

## NOT COVERED

This warranty does not cover normal wear and tear or any damage or loss caused by abuse or misuse, improper installation, or improper cleaning as well as any batteries that may have come with your product. All materials can lose original intensity after long exposure to the sun. When left for extended periods in direct sunlight, plastics and pvc tends to crack and discolor. All cords will eventually wear out. Joseph Allen considers these things normal wear and tear not covered by this warranty. Colors and textures vary from lot to lot and may not exactly match sample swatches or previous purchases. Products ordered outside of the recommended manufacturing specifications are not covered by this warranty. Any products that fail due to:

- Abuse
- Accident
- Alterations
- Damage from pets/insects
- Exposure to salt air
- Extraordinary use
- Improper cleaning
- Improper handling
- Improper Installation
- Improper operating
- misapplication
- misuse

Natural wood products that have:

- Variations in color, grain, or texture
- Warping of wood slats in high-humidity areas

Costs associated with:

- Product removal
- Product remeasure
- Product reinstallation
- Transportation to and from retailer
- Incidental or consequential damages
- Shipping

## HOW TO GET SERVICE

If you think that a Joseph Allen product has a manufacturing defect in materials or workmanship, locate your proof of purchase and call customer service. Any unauthorized returns will not be accepted.

## REPORTING SHIPPING DAMAGE

If damage occurred during shipping, please call customer service and report within 10 calendar days or else you may be denied credit for your damaged product.

## WARRANTY RESOLUTIONS

If this Joseph Allen product is found to have a manufacturing defect in materials or workmanship, we will (at our discretion) do one of the following:

- Repair product
- Replace product
- Refund the cost of product