



## **Warranty Certificate**

### **Lifetime Limited Warranty on ShutterLux Frames and Panels**

Congratulations on the purchase of your ShutterLux California Shutters.

Please take a moment to read this document carefully for important information regarding the limited lifetime warranty of the product you have purchased.

The Manufacturer ShutterLux Inc. warrants the California Shutters sold in its Collection - regardless of style or materials - against such defects in the materials for the duration of the life of these shutters. Due to the nature of the materials, hardware and hinges are only covered for operation, not finish.

This Limited Lifetime Warranty must be validated by having the attached Registration Certificate filled in by the original Owner (hereinafter referred to as the "Warranty Holder") and installer and received by ShutterLux Inc. no later than thirty (30) days after the date of installation. This will ensure that the original Owner is entitled to this Limited Lifetime Warranty. The purchase must have been made in Canada by the original resident purchaser.

ShutterLux's obligations under this warranty shall be limited to the repair or replacement of all or any part of the shutters, which ShutterLux determines to be defective based on the normal wear and tear upon the shutters.

This warranty does not include any conditions or damages that are a result of accidents, misuse, abuse, alterations, misapplications, fading or discolouration over time, flood, fire, or acts of God. We will also not be liable for shipping charges, labour costs for measuring, disassembly, reassembly, removal, or reinstallation of this product, for damage or loss to other property, or injury to individuals.

ShutterLux Inc. reserves the right to discontinue or change any shutter or shutter component as currently manufactured. If an exact replacement part is not available, ShutterLux has the right to substitute parts of equal quality at its discretion.

This Limited Lifetime Warranty applies only with regards to shutters as interior window coverings. Shutters are intended to provide light control only and may have light lines of varying sizes between louvers. Shutters are neither guaranteed nor designed to provide full blackout conditions when closed. Louvers should also not be left in the closed position or in the completely open position for an extended period of time.

This Limited Lifetime Warranty will take effect from the date the installation of the shutters has been completed at the address specified in the Receipt provided to the Owner once the order has been confirmed.

This Limited Lifetime Warranty on the frame and panels shall remain in effect only if normal cleaning practices are followed on a regular basis. Our shutters require little maintenance, but surfaces can become dirty over time. It is advisable to clean the shutters using a soft cloth, water, and a mild detergent that is non-abrasive and must not contain ammonia.



**Procedure for Resolution of Limited Lifetime Warranty**

The Owner must notify ShutterLux within thirty (30) days after the defect has first appeared. This notification must contain the following:

1. The Owner's name and address
2. Date of installation
3. A brief description of the defect for which the warranty is requested.

If ShutterLux determines that the defect should be covered by this Limited Warranty, the Owner may, at his or her own expense, arrange for the delivery of the shutters to ShutterLux Inc. for repairs. Upon inspection, ShutterLux will determine whether the defect is covered by the Limited Lifetime Warranty. If the defect is covered by the Limited Lifetime Warranty, the product will be repaired or replaced.

If the defect is not covered by the Limited Lifetime Warranty, ShutterLux will inform the Owner of the costs and options related to the defect. Consent is required from the Warranty Holder before ShutterLux will repair, modify, or replace a product that is not covered by the terms of this Limited Lifetime Warranty. Any costs or charges will be charged to the Warranty Holder.

**PLEASE NOTE:**

1. This document does not guarantee the manufacturer's warranty or extended warranty or the application thereof. If the registered product does not meet all qualifying factors and/or requirements for standard or extended warranty, or falls within one of the warranty limitations, the warranty will not apply to the equipment and/or your product regardless of the fact that the product is registered.
2. ShutterLux reserves the right to cancel this limited warranty program at any time, without notice. Warranties properly registered at the time of the program cancellation will continue to be honoured.

**Procedures for Warranty Service:**

When warranty parts or services are required:

1. Be prepared to provide the following information:
  - a. Name of Owner/Purchaser.
  - b. Product type, reference number, P.O. number, and date that the shutters were installed (these appear on the receipt provided by the ShutterLux sales representative when the first deposit is made).
  - c. An accurate description and/or photos where relevant of the problem or defective parts.
2. Contact your ShutterLux sales representative.

<i>Keep this warranty and proof of purchase for your records. Your warranty is determined from your date of installation. If proof of your date of installation is not supplied, the warranty will be based on the manufacture date code.</i>	
Product type:	_____
Reference #:	_____
P.O. #:	_____
Date installed:	_____
ShutterLux Representative:	_____
Phone #:	_____