

SHUTTERLUX EXTENDED WARRANTY POLICY

Effective July 2025 (Includes Limited and Lifetime Product Coverage)

Statement Of Warranty Coverage

At ShutterLux, customer satisfaction comes first.

We are more than just a business—we are a team that truly values our customers. Our goal is to provide top-quality service and products that exceed expectations.

Customers have **thirty (30) days** from the date of delivery or pickup to notify ShutterLux of any missing components (e.g., slats, blinds, brackets) or material defects. After this period, the order will be deemed 100% complete and satisfactory.

Following the 30-day initial window, ShutterLux extends an **Extended Warranty** on all custom-made products, based on the following terms:

- **All custom-made products (unless otherwise noted)** include a **three (3)-year limited warranty** for the original residential purchaser.
- Warranty covers **defects in material and workmanship**, provided the product was installed by ShutterLux according to proper installation guidelines.
- Covered components include: operating mechanisms (cord locks, ladders, tilt gears) and hardware (brackets, wands, caps, etc.).
- **Fabric, drapery, upholstery, and slats are considered wearable components and are excluded from this Extended Warranty beyond the initial 30-day notification period.**

Motors and motorized products carry a **three (3)-year limited warranty** from the date of installation or delivery. This excludes:

- Motorized accessories
- Batteries
- Any damage caused by customer reprogramming

Warranty Coverage By Product

Product	Warranty Coverage
Wood Shutters	25-year limited warranty on mechanism; 1-year labor warranty
Vinyl Shutters	25-year limited warranty on mechanism; 1-year labor warranty

PVC Shutters	Lifetime warranty on mechanism and labor
Vertical Blinds, Dream, Honeycomb, Butterfly Blinds	1-year limited warranty on track, valance clips, cord locks, tilt mechanisms, cord cleats, plugs, equalizers, and tensioners
Zebra & Roller Blinds	3-year limited warranty on same components as above
Cordless/Chainless Systems	1-year limited warranty on components
Motorization	No guaranteed availability beyond the original manufacturer's warranty. Excludes accessories and batteries
Polycarbonate Folding Doors	1-year limited warranty on tracks, panels, and materials (under normal use)

General Warranty Exclusions

This Extended Warranty does **not** cover:

- Misuse, abuse, accidents, alterations, or improper handling
- Improper installation (unless performed by ShutterLux)
- Improper cleaning or failure to follow care instructions
- Normal wear and tear including fading, fraying, color changes due to sun, humidity, salt air, or other environmental exposure
- Damage from pets, insects, or pests
- Loss of pleating in blinds if not regularly raised/cycled
- Any product exposed to any unconventional indoor environment such as but not limited to high humidity, extreme temperatures, wind, and UV factors

Natural Materials Disclaimer:

Products made from wood or other natural materials may exhibit natural variations in color, grain, knots, mineral deposits, bowing, or warping. These are not considered defects.

This Extended Warranty excludes **transportation, shipping, re-measuring, re-installation**, and any **indirect, incidental, or consequential damages**.

Motorized Product Disclaimer

Due to continuous advancements in automated technology, replacement parts for motorized systems (e.g., remotes, motors) may not be available after the manufacturer's warranty period. If available, parts may be provided at the manufacturer's cost.

Submitting a Warranty Claim

To initiate a claim:

1. Submit a request at a ShutterLux showroom or contact your original sales representative.
2. Provide:
 - Original invoice or sales receipt
 - Photos or videos clearly showing the defect
3. Products must have been properly maintained and cleaned

If eligible, ShutterLux will repair or replace the product at our sole discretion. If the product has been discontinued, we will substitute it with the closest matching item of equal or greater value, subject to availability.

Warranty Limitations & Legal Rights

This Extended Warranty is:

- **Non-transferable** beyond the original installation location
- Valid exclusively for the **original purchaser and the original delivery or installation address** as shown on the sales invoice
- May be voided if the product is removed, relocated, or reinstalled by anyone other than an authorized ShutterLux technician
- **Limited** to the terms described herein
- **In lieu of** all other warranties, expressed or implied (including merchantability or fitness for a particular purpose)

ShutterLux shall not be liable for any incidental, indirect, or consequential damages.

We reserve the right to inspect any product or component prior to issuing a repair or replacement.

No employee or representative is authorized to alter or expand this warranty.

This warranty gives you specific legal rights under Ontario law, and you may have additional rights depending on your province.

Important Note:

Promotional discounts, coupons, or promo codes **do not apply** to warranty services or repairs.