

WHY LUXOUT SHADES

Warranty Information

Warranty Coverage

We provide a limited 5 year warranty (The Warranty) on the product against manufacturing defects (i.e. a flaw in the product design, materials or workmanship that causes the product to no longer function) under normal use as long as the original retail purchaser owns the product. If your product is defective during the warranty period, we will repair or replace the defective product. This shall be the sole remedy under this warranty. The Warranty is extended to the original end user only, is non-transferable, and only applies to custom-made products in the original windows for which the product was ordered and intended.

Not Covered

The Warranty does not cover:

- Defects that result from abuse, misuse, normal wear and tear, accidents, alterations, exposure to the elements, excessive humidity, or failure to follow our care instructions. Examples of normal wear and tear include, but are not limited to: fraying of fabrics, loss of color intensity, exposure to salt air damage from insects or pets, normal fading from sunlight, or loss of pleating (if product is not being cycled or is held in the raised position for an appreciable portion of time).
- Any condition or damage resulting from removal of the product or re-installation in the same or any other window or application.
- Products unusable by reason of mis-measurement or assembly not in accordance with product installation instructions provided by us.
- Shipping costs, costs of removal, re-measuring and re-installation.

Not Covered

If Warranty service is ever needed please contact customer service at (800) 817-1204 or email at Info@LuXoutShades.com. We will attempt to arrange for warranty repair or replacement as quickly as reasonably possible and following receipt of the product from you. When contacting Customer Service to request warranty repair or replacement, please be prepared to provide your name, address, a description of the problem, the date of purchase and order receipt, and the date and conditions under which the problem occurred. When shipping the product back to us, include: an original bill of sale or receipt to verify the original date of purchase; your name, address, a description of the problem; and the date and conditions under which the problem occurred. Please package your returns carefully as further damage due to shipping may void warranty.

State Law Rights

Neither LuXout Shades nor its supply chain is liable or responsible for incidental or consequential damages or for any other indirect damage, loss, cost or expense. The Warranty gives you specific legal rights and you may also have other rights which may vary from state to state. No agent, representative, dealer, or unauthorized employee of LuXout Shades has the authority to increase or alter the obligations under this Warranty. The Warranty supersedes any previous versions and is subject to change without prior notice.

Care & Cleaning

Minimal care and cleaning is needed to maintain the beauty of your shades.

To vacuum: Use a hand held, low suction vacuum.

To dust: Use a soft clean cloth or a feather duster.

LuXout Shades SPECIFICATION SUBMITTAL

Job Name:	Model Numbers:	
<input type="text"/>	<input type="text"/>	<input type="text"/>
Job Number:	<input type="text"/>	<input type="text"/>