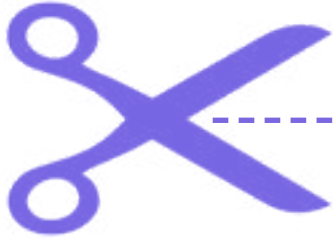


# WHY LUXOUT SHADES REPAIR & REPLACEMENT



## Repair Policies

- 1. Shipping Damage:** If damage occurred during shipping, immediately notify the shipper to report any and all damage or credit for the damaged product may be denied.
- 2. Repairs:** When necessary to send a window treatment back for repair, a repair order must be sent in writing via email.
- 3.** We will issue an RGA (Returned Goods Authorization) Number.
- 4.** Make sure the window treatment is properly packaged, and that the box and packing slip reference your company name and the RGA #.
- 5.** Upon receipt of the item to be repaired, we will make the requested repairs and ship the repaired window treatment back as soon as possible.
- 6.** If the reason for the repair is due to a defect in workmanship or materials, there will be no charge; otherwise there will be a charge for the repair.
- 7. Replacements/Remakes:** All requests for replacements/remakes must be made in writing, referencing the original Invoice #/side mark and order date, as well as the reason for the remake, and faxed or emailed to us.
- 8.** We will remake the window treatment per the replacement order as a new order that must be paid for as any new order.
- 9.** Use the original box to package the original window treatment.
- 10.** Once the replacement is shipped, the original window treatment (or damage portion, as requested) must be returned within 30 days for credit. If the original window treatment or damaged portion is not returned to us in 30 days, you will be charged for the remake. No credit will be issued on the account for the remake.

**Call For Assistance With Any Repair Or Replacement Questions**

**(800) 817-1204**

Monday - Friday  
8am - 5pm