



## **WARRANTY INFORMATION WHO ARE WE:**

This warranty is being given to you by Fine Window Coverings.

**WHAT IS COVERED:** Our products are covered by a limited lifetime warranty against defects in componentry and workmanship.

**WHO IS COVERED:** This warranty extends only to you as the original purchaser, in a residential application.

## **Fine Window Coverings Product Warranties**

Fine Window Coverings. offers the following warranties for product sold into the North American market:

Limited Lifetime Warranty on the following products and product types:

All clutches, brackets, mounting hardware, tubes, head rails and related accessories such as pin ends, covers and hem bars, as well as PVC-coated solar screen fabric (Alkenz) sold by Rollease Acmeda, unless expressly limited elsewhere below.

**Ten Year Warranty** on the following products and product types (from the date of shipment):

Black out polyester and acrylic fabric (SierraSol)

**Five Year Warranty** on the following products and product types (from the date of shipment):

All other fabrics sold by Fine Window Coverings, including those made by Almedahls. Notwithstanding the foregoing, certain fabrics made by Almedahls that contain natural fibers are only warranted to be delivered free from defects in material and workmanship; conditions such as humidity and UV exposure can have substantially variable effects on the product once installed.

PVC-coated solar screen fabric (Alkenz) for outdoor use in environments that are moderate in temperature and other environmental factors. The warranty does not extend to fabric used in environments beyond moderate temperature and environmental factors because, for example, extreme and sustained cold weather (more than 10 degrees below freezing) can result in cracks if the product is moved without being properly defrosted; extreme and sustained heat can cause buckling or waviness in the fabric due to separation of the yarn.

**Aero, Veue Drop Awnings**, CF90, SS38, S60, Fashion Wand, Easy Spring Plus, Easy Spring Ultra, and any springs and accessories, including Easy Spring Wands.

**Automate motors and accessories** have a separate, detailed warranty set forth in a warranty statement addressed specifically to this product category.

Somfy motors and related accessories distributed by Fine Window Coverings are covered separately under Somfy's warranty and not by Fine Window Coverings. Any warranty claims for such products manufactured by Somfy must be submitted directly to Somfy in accordance with that company's procedures.

**What is covered:**

Products are warranted against original defects in materials or workmanship during the specified warranty period. To the extent Fine Window Coverings-generated documents provide specifications and such specifications have been made generally public by authorized employees, then Rollease Acmeda further warrants that its products will meet such additional specifications.

Additionally, SierraSol fabrics are warranted to have colors meeting 6/7 on a scale of 1 to 8 according to the standard ISO 105-B02 and Alkenz fabrics are warranted to have colors meeting 7/8 on a scale of 1 to 8 according to the standard ISO 105-B02.

**What is not covered:****This limited warranty does not cover:**

- Conditions or damage caused by abuse, accidents, alterations, misuse or failure to follow instructions for measurement, installation, use, cleaning or maintenance, including those instructions found at the end of this limited warranty.
- Normal wear and tear, including but not limited to fading over the lifetime of the product, deterioration or yellowing when exposed to sunlight, high humidity or extreme outdoor elements for prolonged periods, and cord failure as a result of wearing out over time.
- Variations in colors or weave from lot to lot (for example, colors may not precisely match samples or previously purchased products and the process of weaving can result in slight variations in the density of the weave).
- Cracking or other instability caused by the folding or creasing of coated fabrics.
- Somfy branded or manufactured products.
- The use of non-fabric components with other components not manufactured by or expressly approved by Fine Window Coverings as appropriate for use with the Fine Window Coverings component at issue.
- Products used in exterior environments unless expressly approved for such use.
- Cord loops and bead chains.

**WHAT WILL WE DO:** If your product is defective during the warranty period we will, at our option, either repair or replace, the defective product. This shall be your sole remedy under this warranty. For local jobs installed by our install team, we offer a 365 day warranty on the installation service. Should you require assistance outside of the 365 day installation period, our standard service call rates will apply. Installation warranty does not apply to jobs installed outside of the Shreveport/Bossier area.

**Who is covered:**

This limited warranty extends only to the original manufacturing and end-consuming purchaser and is not transferable.

Fine Window Coverings; obligations:

Fine Window Coverings' obligations under this limited warranty are limited to, at Rollease Acmeda's discretion, the repair, replacement or appropriate credit in respect of defective parts or products.

Fine Window Coverings is not responsible for shipping costs or labor costs associated with measuring, removing or reinstalling products.

Fine Window Coverings is not responsible for costs associated with import or export duties, broker fees or taxes associated with shipment of replacements.

Repairs or replacements under this limited warranty will be made with like or similar components. If Fine Window Coverings decides, at its discretion, to issue a credit, it will not exceed the amount of the original purchase price of the components.

**Limitation of damages:**

THIS LIMITED WARRANTY DOES NOT COVER, AND EXPRESSLY EXCLUDES, ANY AND ALL LIABILITY OF ROLLEASE ACMEDA, WHETHER UNDER THIS LIMITED WARRANTY OR UNDER ANY WARRANTY IMPLIED BY LAW, FOR ANY INDIRECT OR CONSEQUENTIAL DAMAGES. EXCEPT AS EXPRESSLY PROVIDED IN THIS LIMITED WARRANTY, FINE WINDOW COVERINGS HEREBY DISCLAIMS ALL WARRANTIES TO THE EXTENT PERMITTED BY LAW. ANY IMPLIED WARRANTIES THAT CANNOT BE DISCLAIMED ARE, TO THE EXTENT PERMITTED BY LAW, LIMITED IN DURATION TO FIVE YEARS.

Some states do not allow the foregoing exclusion or limitation of incidental or consequential damages, so the foregoing limitation or exclusion may not apply to you and you may have other rights available in your state. No person employed by Fine Window Coverings or otherwise is authorized to extend or alter this limited warranty, with the exception of an officer of the company.

**Warranty Service:**

Warranty claims must be accompanied by the original sales information as well as relevant details regarding the claim, including the nature of the problem, the location of the product, fabrication and installation details, cleaning/maintenance history, and any other relevant information.

Cleaning and Maintenance Instructions:

Roller shade fabric sold under the Almedahls and SierraSol brands may be cleaned by regular dusting or vacuuming with a soft brush attachment. For stained shades, sponge the fabric with a mild detergent and thoroughly rinse. Allow the shade to dry completely before raising. Do NOT completely immerse the fabric. If commercial spot cleaners are used, they must first be tested and allowed to dry in an inconspicuous area to ensure compatibility.

Solar shade, PVC-coated fabric may be cleaned by occasional vacuuming. For stained shades, brush the fabric with a mild detergent and thoroughly rinse. Allow the shade to dry completely before raising. Do NOT completely immerse the fabric. If commercial spot cleaners or diluted bleach mixtures are used, they must first be tested and allowed to dry in an inconspicuous area to ensure compatibility.

Do not use cleaning methods involving heat, bleach, abrasives, or solvents. Use of these methods will void the warranty.