



Limited Lifetime Warranty

Covered Under the Limited Warranty

Window-ology warrants that its window treatments will be free from defects in materials and workmanship for as long as the original residential purchaser owns the product, provided that the product was installed by a Window-ology Installation Specialist. The Limited Lifetime Warranty is extended to the original residential¹ Purchaser only, in the original window for which it was installed.

Not Covered Under the Limited Warranty

The Warranty does not include any conditions or damages resulting from accidents, alterations, misuse, abuse, misapplication, improper handling, maintenance, cleaning, exposure to any and all natural and manufactured excessive heat sources. (Excessive heat sources include, but not limited to; magnification of sunlight through cubes of glass, heaters of any kind, ovens, candles, lighting fixtures, etc.) This warranty does not cover variation in fabric colors. Loss of pleating is not covered if the product is not being cycled (held in the raised position a portion of the time). Normal wear and tear is not covered. All moving parts, such as cords and strings (internal and external), will eventually wear out and fabric may fray. Window-ology considers these things as normal wear and tear and will carry a five year Limited Warranty. All fabric, including fabric vanes, panels, inserts, and shades carry a five year Warranty. Fabric cell separation is covered for a lifetime. This Limited Warranty does not cover transportation costs to and from the retailer, costs of removal, remeasure, reinstallation of product, or any incidental or consequential damages.

Warranty Obligations

If a Window-ology product is found to be defective in materials or workmanship, we will, at our discretion, repair, replace or refund the cost of a product which fails to conform to this Limited Warranty. Colors and textures vary from lot to lot and may not exactly match sample swatch, sample book, or previous purchases. Discontinued components or color selections will be replaced with the closest equivalent current product. Warranty coverage applies to defective product only. Other window coverings in the room/household will not be replaced. This shall be your sole remedy under this Limited Warranty.

Motorization Warranty

Window-ology warrants all motors and controls to be free from defects in material and workmanship under normal and proper use for a period of 5 years commencing with the date stamped on each product. If the motor or controls fail within this 5 year period, Window-ology will repair or replace it free of charge through your end product supplier. Batteries are not covered by the warranty. This warranty does not cover the shipping charges, cost of removal and reinstallation.

¹ Different warranty periods and terms apply for commercial products and applications.