

## **Eco Shade America – Limited Warranty, Liability & Replacement Policy**

**Effective Date: January 2026**

**Warranty Start Date: Begins on the day of installation**

**Company: Eco Shade America, LLC**

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### **Warranty on Materials & Workmanship**

At Eco Shade America, we take pride in delivering high-quality, safe, and expertly crafted custom window coverings. All products are manufactured in accordance with widely accepted U.S. industry standards, including guidelines from the Window Covering Manufacturers Association (WCMA).

We warrant that all materials, components, and workmanship—including (but not limited to) cord locks, lift mechanisms, gears, brackets, wands, caps, and internal operating systems—are free from defects in materials and manufacturing under normal residential use.

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### **Our Commitment to You**

Because each product is custom-made to your exact specifications, all sales are final and non-returnable.

However, if a product is determined to be defective, Eco Shade America will, at its sole discretion:

- Repair the defective product, or
- Replace it with the same or comparable product

### **Please Note:**

- Minor color variations between production batches are normal and not considered defects
- Some materials, fabrics, or colors may be discontinued over time
- If discontinued, we may substitute an equivalent or higher-value product at no additional cost
- We will make every reasonable effort to match the original design; if not possible, the closest available option will be provided

### **To request warranty service:**

Customers must return the defective product along with the original invoice or sales receipt.

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## What This Warranty Does Not Cover

This warranty does not apply to:

- Damage caused by accidents, misuse, abuse, or alterations
- Improper installation, operation, or cleaning
- Damage caused by pets, insects, or environmental conditions
- Normal wear and tear (fading, fraying, stretching, discoloration)
- Exposure to moisture, humidity, or extreme temperatures
- Costs related to removal, transportation, reinstallation, or re-measuring
- Incidental or consequential damages
- Products used in commercial or high-traffic environments (unless otherwise stated in writing)

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## Motorization Warranty

All motors included in the Eco Shade America Motorization Program are covered under a 1-year supplier warranty.

### Exclusions:

- Remote controls, accessories, and batteries
- Damage from power surges, improper handling, or reprogramming

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## Natural Materials Disclaimer

Products made from natural materials (such as wood blinds or woven shades) may display:

- Variations in color, grain, texture, and markings
- Minor bowing or warping over time

These characteristics are natural and not considered defects.

### Important:

Excessive warping due to high humidity, moisture, or improper environmental conditions is not covered under this warranty.

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## Additional Terms & Conditions

- This warranty is non-transferable and applies only to the original purchaser
- This warranty provides specific legal rights; additional rights may vary by state
- No employee, installer, or representative is authorized to modify this warranty
- Customers must report any missing items within 30 days of installation or pickup
- After 30 days, the order is considered complete and accepted