

# Warranty on Materials & Workmanship

Effective January 2026

At **Eco Shades**, we are committed to delivering high-quality, safe, and expertly crafted custom window coverings. All of our products are manufactured in accordance with recognized U.S. industry standards, including guidelines established by the Window Covering Manufacturers Association (WCMA) and applicable safety requirements.

We guarantee that all materials, components, mechanisms, and workmanship—including cord locks, lift systems, gears, brackets, wands, caps, and internal operating systems—are free from defects under normal residential use.

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## Our Commitment

Every Eco Shades product is **custom-made to your exact specifications**, and therefore all sales are **final and non-returnable**.

However, if a product is found to be defective, we will—at our sole discretion—**repair or replace the item**.

### Please note:

- Minor color variations between production batches are normal and not considered defects.
- Certain fabrics, materials, or colors may be discontinued over time.
- If a product is discontinued, we may substitute it with an **equivalent or higher-value option** at no additional cost.
- We will always make reasonable efforts to match the original style, fabric, and color.
- If an exact match is unavailable, the closest possible alternative will be provided.

To request warranty service, customers must provide:

- The defective product
  - Original invoice and 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 from pets, insects, or environmental conditions

- Normal wear and tear (fading, fraying, stretching, discoloration)
  - Exposure to moisture, humidity, or extreme temperatures
  - Costs related to transportation, removal, re-measuring, or re-installation
  - Incidental or consequential damages
  - Products installed in commercial or high-traffic environments (unless specified in writing)
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## Motorization Warranty

Motors included in the Eco Shades Motorization Program are covered by a **1-year supplier warranty**.

**This does not cover:**

- Accessories, remotes, or batteries
  - Damage from reprogramming, power surges, or improper handling
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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**. These are natural characteristics and **not defects**.

- Minor bowing or warping may occur and is considered normal
  - Damage caused by excessive humidity or improper environmental conditions is not covered
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## Additional Terms & Conditions

- This warranty is **non-transferable** and applies only to the original purchaser
- Warranty rights may vary depending on your state or province
- No employee or representative is authorized to modify this warranty
- Customers must report missing items within **30 days** of installation or pickup
  - After 30 days, orders are considered **complete and accepted**