



WARRANTY

Comfortex Warranty

Comfortex 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 properly and in accordance with the installation instructions. The limited lifetime warranty is extended to the original residential purchaser only, in the original window for which it was installed.

The warranty does not include any conditions or damages resulting from accidents, alterations, misuse, extraordinary use, misapplication, improper handling, improper installation, improper repairs, operation or cleaning, loss of color intensity, exposure to salt air, damage from insects, or the yellowing and cracking of plastic parts with the passing of time. This warranty does not cover variation in color, grain, or texture in natural wood products nor excessive warping of wood slats in high humidity areas. 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, will eventually wear out and fabric may fray. Comfortex considers these things as normal wear and tear and will carry a three year limited warranty.

This limited warranty does not cover transportation costs to and from the retailer, costs of removal, re-measure, or reinstallation of product, or any incidental or consequential damages.

If a Comfortex 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 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. This shall be your sole remedy under this limited warranty.

To obtain service, contact the dealer from whom you purchased the product.

THIS WARRANTY IS EXCLUSIVE AND IN LIEU OF ALL OTHER OBLIGATIONS, LIABILITIES OR WARRANTIES. In no event shall Comfortex or its licensed fabricators or distributors be liable for INCIDENTAL OR CONSEQUENTIAL DAMAGES, or for any other damage, loss or expense, cost or fee associated with such damage. In some states, exclusions for incidental or consequential damages are not allowable.

This warranty gives you specific legal rights, and you may also have other rights, which vary from state to state. Policy is subject to change without notice.

This limited warranty is exclusive of commercial use. Contact Comfortex Technical Service for more information. No agent, representative, dealer or unauthorized employee has the authority to increase or alter the obligation of this warranty.

This limited warranty supersedes any previous versions.

Somfy Warranty

Somfy warrants their motors and motor control systems to be free from defects in materials and workmanship under normal and proper use for a period of five years starting from the date stamped on the motor. Mechanical, electrical and electronic accessories are warranted for one year from the date of invoice.