

Comfortex Standard Return and Repair Policies

Updated: January 1, 2011

Issue	Solution
Defects in Materials and Workmanship	Comfortex will either repair the unit, replace the defective components* and/or fabric or remake the shade(s) <u>at its discretion</u> . Comfortex maintains the right to request a shade or shades to be return either prior to remaking or to determine if a repair or remake is required. One Third of the order must be returned, prior to the remake, when the remake is for 10 or more units.
Defects Over 1 Year:	Comfortex will repair/replace the defective components or fabric only.
Comfortex Error in Ordering/Fabricating:	Comfortex will either replace the incorrect components and fabric, or remake the shades at its discretion. Errors need to be reported within 30 days of receipt of the product.
Customer Ordering Error (Oops Policy):	Customer is responsible for full payment for the original shade(s), plus 75% of the value for the replacement shade(s). Errors need to be reported within 30 days of receipt of the product.
Customer Error Conversion Requests:	Comfortex will convert a shade (some restrictions apply) up to 3 months from the date of the original purchase at a cost of \$50 per shade. Shades to be converted must be returned at the customer's expense.
Fraying Fabric, Cords or Restrings <3 Yrs:	Comfortex will replace the fabric, cords and restring the shades at no charge.
Over 3 Years:	Comfortex will restring the shades at a cost of \$15 per shade. Fraying fabric is considered wearable and is not covered under the warranty after 3 years
Fabric & Slats Up to 5 Years:	Comfortex will repair the unit, replace the fabric/slats or remake the unit at its discretion.
Over 5 Years:	Fabric and slats are considered wearable and are not covered under the limited lifetime warranty after 5 years.
Return Shipping Charges Up to 1 Year:	Comfortex Error: UPS Call Tag, ARS Tag or truck pick-up will be issued for the return of the shades, if applicable.
Over 1 Year:	Customer is responsible for all shipping charges related to the return of the original or defective shade, if applicable.
Defects in Out of Specification Shade(s):	Comfortex will repair or replace defective fabric (up to 5 years)and components only. The warranty is waived on the functionality of the shade(s). (See Out of Specifications Policy)
Dye Lot Match for Repairs and Remakes:	Comfortex is not responsible for slight textile shading variations from lot to lot. Dye lot variation will occur from original to remake. To match as closely as possible, the original will need to be returned for comparison.

*Please Note: To better serve our customers, Comfortex is continuously enhancing and improving product lines. In the unfortunate event that a product needs replacement parts, or if a full remake of the product is necessary, Comfortex will make every effort to match original components used. In the event that such parts are no longer available, Comfortex will repair/replace the components of the defective product using like or similar components.



To better service our customers, Comfortex reserves the right to make changes without notice