

# LIMITED LIFETIME WARRANTY

The enclosed product is warranted to the original residential retail purchaser as long as the product remains in the original window.

## **Covered:**

Lifetime: Entire product against manufacturing defects (i.e. a flaw in the product design, materials, or workmanship that causes the product to no longer function)

5 years: All fabric

3 years: Cords

Including internal cords such as those found in cordless shades

## **Not Covered:**

Normal Wear and Tear

Any product that fails due to:

- abuse • exposure to salt air • improper installation • accident • extraordinary use
- improper operation • alterations • improper cleaning • misapplication
- damage from pests/insects/pets • improper handling • misuse

Costs associated with:

- product removal • transportation to and from the retailer • brand label removal
- product re-measure • incidental or consequential damages • product reinstallation
- shipping

In the event there are multiple blinds/shades in the same room, only the defective blind/shade will be replaced.

## **To Report Shipping Damage:**

If damage occurred during shipping, call and report within 7 calendar days or else you may be denied credit for your damaged product.

## **To Obtain Service:**

If you suspect this Phase II product has a manufacturing defect in materials or workmanship:

1. Take a photo of the defect.
2. Email the photo with ORDER # and LINE # to [customerservice@phaseii.com](mailto:customerservice@phaseii.com)

Any unauthorized claims will not be accepted.

## **Warranty Remedy:**

THIS SHALL BE YOUR SOLE REMEDY UNDER THIS LIMITED WARRANTY. If this product is found to have a manufacturing defect in materials or workmanship, we will (at our discretion) do one of the following:

- repair the product • replace the product • refund the cost of the product

Colors vary from lot to lot and may not exactly match sample swatch or previous purchases.

Discontinued items or color selections will be replaced with the closest equivalent current product.

## **YOUR RIGHTS UNDER STATE LAW:**

This lifetime limited warranty gives you specific legal rights, and you may have other rights, which vary from state to state. Some states do not allow limitations on how long a warranty lasts, so the above limitations may not apply to you.

No agent, representative, dealer, or unauthorized employee has the authority to increase or alter the obligation of this warranty. This lifetime limited warranty supersedes any previous versions.

For all questions, please call (800) 264-1190  
Hours of operation are 8:00am to 5:00pm CST