



## Limited Warranty

To the original residential retail purchaser: Payless Decor warrants Arlo Blinds branded products purchased through authorized sellers are guaranteed against manufacturing defects for one-year. Products include:

### COVERAGE PERIOD:

This warranty lasts for 1 Year from the ship date of your product and covers: Fabric, slats, headrails, cords, internal cords and mechanical parts.

### NOT COVERED:

- Normal Wear and Tear;
- Damages resulting from accidents, alterations, misuse, abuse, improper installation, motorized devices, acts of God (such as fires, floods, tornadoes, etc.);
- Environmental damage (such as insect damage, exposure to sun, exposure to salt air, exposure to excessive humidity, etc.);
- Failure to follow printed instructions on cleaning, care, or maintenance;
- Labor costs of any type including: measuring, installation, or re-installation;
- Packaging for the return shipment;
- All transit or shipping costs to- and from- Payless Decor unless pre-approved by a Payless Decor representative;
- All products/sku's/options discontinued in the normal course of business;

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

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

TO OBTAIN SERVICE - If you suspect this product has a manufacturing defect in materials or workmanship:

1. Take a photo of the defect.
2. Email the photo with ORDER # and LINE # and your preferred contact info to [support@paylessdecor.com](mailto:support@paylessdecor.com)

### 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 previous purchases. Discontinued items or color selections will be replaced with the closest equivalent current product; however, only the defective product will be repaired or replaced.

### YOUR RIGHTS

This 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 limited warranty supersedes any previous versions.