



"Where Innovation is Always in Fashion"

21 Elm Street, Maplewood, New York 12189
Phone: 800-843-4151 Fax: 800-336-4580

LIMITED LIFETIME 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, abuse, misapplication, improper handling, installation, repairs, operation, cleaning, exposure to any and all natural and manufactured excessive heat sources. (Excessive heat sources include, but not limited to; magnification of sun light through cubes of glass, heaters of any kind, ovens, candles, lighting fixtures, etc.) This warranty does not cover variation in fabric color or loss of pleating if product is not being cycled (held in the raised position a portion of the time). Variation in grain or texture in natural wood products is normal. Excessive warping of wood or faux wood slats in high humidity areas are not covered under this warranty. Normal wear and tear is not covered.

All moving parts, such as cords and strings (internal and external), will eventually wear out on all blinds and shades, and fabric may fray. Comfortex considers these things as normal wear and tear and will carry a five year Limited Warranty.

All fabric, including fabric vanes, panels, inserts, and shades carry a five year Warranty. Fabric cell separation is covered for a lifetime. See Comfortex Standard Return and Repair Policy for more details.

This Limited Warranty does not cover transportation costs to and from the retailer, costs of removal, re-measure, 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. Comfortex Dealers and Fabricators must use safety devices supplied by Comfortex in accordance with Window Covering Safety Counsel guidelines.

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 Motorized Shades Warranty

Somfy offers end product suppliers a 5 year warranty on all motors and controls. Specifically, Somfy warrants its motors and controls to be free from defects in material and workmanship under normal and proper use for a period of 5 years commencing with the date stamped on each product. If the Somfy product fails within this 5 year period, Somfy will repair or replace it free of charge through your end product supplier. Batteries are not covered by the warranty.

Simplicity Motors (including PowerTouch Rechargeable and Simplicity Rechargeable motors) Warranty

We offer a 5 year warranty on rechargeable lithium ion batteries along with motors and controls. Specifically, we warrant the Simplicity motors and controls to be free from defects in material and workmanship under normal and proper use for a period of 5 years commencing with the date stamped on each product. If the Simplicity product fails within this 5 year period, we will repair or replace it free of charge through your end product supplier. Replaceable batteries are not covered by the warranty.

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