



Levolor is committed to making products and relationships that last. That's why Levolor promises your product will ship on-time, with a complete warranty and a no-risk exchange policy.

No-Risk Exchange Policy

Whether you mis-measured or simply changed your mind, if you don't love your custom Levolor for any reason, you can exchange it within 30 days of receipt.

Full 10-year Warranty

Your investment will last. If any part of your custom Levolor blind or shade breaks or is damaged due to poor workmanship or defect within 10 years of purchase, we'll repair or replace it free of charge.

Guaranteed On-Time Free Shipping

When we say it will be there, it will. Levolor guarantees to meet your originally quoted ship date, or it is free.

Terms and Conditions – Applies to products purchased on or after August 1, 2013.

No-Risk Exchange Policy

If you wish to exchange any Levolor Custom Blind or Shade purchased in the US, please contact the Blindsgalore Customer Service Department at 1-877-702-5463 within 30 days of receipt. We will request the order number, date and type of product you wish to exchange. One replacement blind or shade of equal or lesser value will be made and shipped free of charge for any product you wish to exchange. If you exchange for a product that is greater in value than your original order, you will need to pay the difference in cost. If you exchange for a product that costs less than your original order, you will be issued a credit or refund. This policy does not cover any additional costs associated with professional installation or uninstallation. Commercial contract orders are not included in this policy. We may require the return of the original product you are exchanging.

Full 10-Year Warranty Coverage

Coverage extends to any Levolor Custom Blind or Shade purchased in the US as long as the product remains in the original window. Levolor will cover the repair or replacement (at our discretion) and shipping costs of any defective Custom Blind or Shade within 10 years of the purchase date. In the event repair is not possible, Levolor will replace the product. This applies to

the individual blind or shade, not the full order. Discontinued items or color selections will be replaced with the closest equivalent current product. This policy does not cover any additional costs associated with professional installation or uninstallation. Policy excludes specialty shapes, components, contract orders, orders with waivers and blinds sized over 90". Product that includes the motorized option is covered with the exception of batteries. We may require the return of the original product. This Full 10-Year Warranty supersedes any previously printed versions.

To file a warranty claim, please call Blindsgalore Customer Service at 1-877-702-5463 with your product information. This full 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.

Guaranteed On-Time Free Delivery

Guaranteed On-Time Free Shipping coverage is for product purchased in the US only. The ship date is emailed to you 24-48 hours after you place your order. If your Custom Blind or Shade is shipped after the quoted date then Levolor will refund the cost of the Blind or Shade. This applies only to the individual blind or shade that did not meet the promised shipped date. Rush orders are excluded. This policy does not cover any costs associated with professional installation. Policy excludes specialty shapes, components, commercial contract orders, and blinds sized over 90" and sales tax. This policy shall not apply to delays due to Acts of God such as storms and natural disasters.

If you should need to file a claim, you must do so within 30 days of receipt by contacting Blindsgalore Customer Service at 1-877-702-5463.