

# HunterDouglas

LIFETIME  
GUARANTEE

*The Hunter Douglas Lifetime Guarantee is designed to ensure a thoroughly satisfying experience when selecting, purchasing and living with your window fashion products. If you are not thoroughly satisfied, simply contact Hunter Douglas Inc. at 1-800-789-0331 or visit [hunterdouglas.com](http://hunterdouglas.com).*

The Hunter Douglas Lifetime Guarantee includes a Lifetime Limited Warranty as described below.

## COVERED

### BY A LIFETIME LIMITED WARRANTY

- Hunter Douglas window fashion products are covered for defects in materials, workmanship or failure to operate
- Operational cords for a full 7 years from the date of purchase
- All internal mechanisms
- Components and brackets
- Fabric delamination
- Hunter Douglas PowerRise®, PowerTilt™ and PowerGlide®, all with Platinum™ Technology, and all other Hunter Douglas motorization components are covered for 5 years from the date of purchase
- Repairs and/or replacements will be made with like or similar parts or products

## NOT COVERED

### BY A LIFETIME LIMITED WARRANTY

- Any conditions caused by normal wear and tear
- Abuse, accidents, misuse or alterations to the product
- Exposure to the elements (sun damage, wind, water/moisture) or discoloration over time (with the exception of EverWood® Collection alternative wood blinds which carry a “Satisfaction Guarantee” covering fading, yellowing, warping and bowing for the life of the product)
- Failure to follow our instructions with respect to measurement, proper installation, cleaning or maintenance
- Shipping charges, cost of removal and reinstallation

*In no event shall Hunter Douglas or its licensed fabricators/distributors be liable or responsible for INCIDENTAL OR CONSEQUENTIAL DAMAGES or for any other direct or indirect damage, loss, cost, expense or fee. The obligation of Hunter Douglas and its licensed fabricators/distributors is limited to repair or replacement of the product. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above exclusion or limitation may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.*

Different warranty periods and terms apply for commercial products and applications.

## TO OBTAIN WARRANTY SERVICE

1. Contact your original dealer (place of purchase) for warranty assistance.
2. Visit [hunterdouglas.com/customer-support](http://hunterdouglas.com/customer-support) for additional warranty information and frequently asked questions.
3. Contact Hunter Douglas Inc. at **1-800-789-0331** (9:00 AM – 8:00 PM EST) for technical support, certain parts free of charge, for assistance in obtaining warranty service or for further explanation of our warranty.