

# HunterDouglas

## GUARANTEE

The Hunter Douglas Guarantee is an expression of our desire to provide a thoroughly satisfying experience when selecting, purchasing and living with your window fashion products. If you are not thoroughly satisfied, simply contact Hunter Douglas Canada Limited Partnership at **(800) 265-8000** or visit **hunterdouglas.ca**. In support of this policy of consumer satisfaction, we offer our 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 for as long as the original retail purchaser owns the product (unless shorter periods are provided below).
- All internal mechanisms.
- Components and brackets.
- Fabric delamination.
- Operational cords for a full 7 years from the date of purchase.
- Repairs and/or replacements will be made with like or similar parts or products.
- Hunter Douglas motorization components are covered for 5 years from the date of purchase.

### 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) and discolouration or fading over time.
- Failure to follow our instructions with respect to measurement, proper installation, cleaning or maintenance.
- Shipping charges, cost of removal and reinstallation.

Hunter Douglas Canada Limited Partnership will repair or replace the window fashion product or components found to be defective.

### TO OBTAIN WARRANTY SERVICE

1. Contact your original dealer (place of purchase) for warranty assistance.
2. Visit [hunterdouglas.ca](http://hunterdouglas.ca) for additional warranty information and frequently asked questions.
3. Contact Hunter Douglas Canada Limited Partnership at **(800) 265-8000** for technical support, certain parts free of charge, for assistance in obtaining warranty service or for further explanation of our warranty.

#### **\*Note: You may have different or additional rights under provincial or territorial law.**

Except where provincial or territorial law requires otherwise, Hunter Douglas Canada Limited Partnership and its affiliates:

- will not be liable to refund any amount paid by the purchaser to the Hunter Douglas dealer; and
- will not be liable or responsible for any economic loss, expense or fee, damage to property, personal injury, or any other damage or injury of any kind, including punitive damages, (whether or not suffered by the purchaser or other persons) arising out of or related to the design, manufacture, fabrication, distribution, purchase, installation, use, repair or replacement of the Hunter Douglas window fashion product.

The limitations of liability in this Lifetime Limited Warranty shall apply regardless of whether Hunter Douglas Canada Limited Partnership or its affiliates have breached a warranty or condition of sale, have been negligent in any way, or have committed any other wrong, whatsoever, except as a result of gross negligence or gross recklessness.

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