

# HunterDouglas



The Hunter Douglas® 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 with our product, simply contact Hunter Douglas Canada LP at 1-800-265-8000 in Brampton or 1-800-661-6533 in Edmonton or visit [hunterdouglas.ca](http://hunterdouglas.ca). In support of this policy of consumer satisfaction, Hunter Douglas Canada LP offers the following Lifetime Limited Warranty.\*

## 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 are covered for 7 years from the date of purchase
- 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 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 LP 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 frequently asked questions and access to service locations.
3. Contact Hunter Douglas Canada LP at 1-800-265-8000 in Brampton or 1-800-661-6533 in Edmonton 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 LP 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 LP 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.