

# WARRANTY TERMS AND CONDITIONS

PowerShades maintains an unwavering commitment to excellence in both products and services, guaranteeing the delivery of impeccably crafted window treatments tailored to your exact specifications. Our comprehensive warranty reflects this dedication to ensuring your utmost satisfaction. While we prioritize quality in every aspect of our operations, occasional challenges may arise.

## TO OBTAIN WARRANTY SERVICE

Contact your original dealer (place of purchase) for warranty assistance. PowerShades will promptly repair or replace the product or components found to be defective within our warranty guidelines. Warranty claims must be accompanied by proof of purchase.

## COVERED BY WARRANTY

- ✓ Five (5) years for motors from the date of purchase.
- ✓ Five (5) years for electronics from date of purchase.
- ✓ Limited lifetime warranty on hardware.
- ✓ Fabric warranty is subject to manufacturing standards.



## EXCLUSIONS AND RESTRICTIONS

This Warranty will be void, and PowerShades and its suppliers will have no responsibility under this Warranty if PowerShades or its representatives cannot access any components of the System to inspect, diagnose problems with or repair the System or any of its components because of concealment or inaccessibility of such components within a building structure. PowerShades may require supporting photos and or videos to review before approving claims.

## **THIS WARRANTY DOES NOT COVER, AND POWERSHADES AND ITS SUPPLIERS ARE NOT RESPONSIBLE FOR:**

Through extended use, accidental abuse, and time, materials used in window treatments may break down. For example, original materials can potentially lose their color intensity, some materials may warp in high-humidity or high UV gain areas, the paint finish may crack or peel, and operable cords may eventually wear out. These things are considered normal wear and tear and are not covered by the Warranty. Fabric warranties are subject to availability. We do not guarantee the warranty replacement will be the same fabric as originally purchased. Fabric will be replaced with a like fabric not to exceed the value or cost of the original product.

Damage including but not limited to discoloration, fading, cracking, warping, shrinking, or stretching caused by exposure to the elements (sun, condensation, excessive humidity, wind.)

Fabric seams from railroading, fabric curling, and fabric fraying in alignment with the manufacturers' standards

Failure to follow our documented instructions for measurement, proper installation, use, cleaning, or maintenance will automatically void the factory warranty.

Slight color variation; natural variations in color, grain, or weave of natural materials, damage, malfunction, or inoperability diagnosed by PowerShades or a PowerShades-approved third party as caused by normal wear and tear, abuse, misuse, incorrect installation, neglect, accident, interference or environmental factors, such as (a) use of incorrect line voltages fuses or circuit breakers; (b) failure to install, maintain and operate the System pursuant to the operating instructions provided by PowerShades and the applicable provisions of the National Electrical Code and the Safety Standards of Underwriter's Laboratories; (c) use of incompatible devices or accessories; (d) improper or insufficient ventilation; (e) unauthorized repairs or adjustments or alterations; (f) vandalism; (g) an act of God, such as fire, lightning, flooding, tornado, earthquake, hurricane or other problems beyond PowerShades' control; or (h) direct exposure to corrosive materials. Deterioration of finished surfaces due to exposure to ocean salt spray.

Repairs, modifications, or servicing by nonauthorized dealers, installation of unapproved third-party products, buyers remorse. This Warranty also does not apply to any product on which the original identification has been altered, obliterated, or removed, or which has been sold as second-hand.

## **RETURN OF UNWARRANTIED GOODS**

Motors, electronics, accessories, and hardware have a 30-day return time from the date the warranty is placed for the replacement item. If the warrantied items are not received or post-dated within 30 days they become billable goods at which point an invoice will be generated for full cost of the good(s). All other items are subject to return upon request by PowerShades to inspect and process the item as needed for warranty.

## **ADDITIONAL COSTS**

PowerShades is not responsible for on-site labor costs to diagnose issues with, and remove, repair, replace, adjust, reinstall, and/or reprogram the System or any of its components.

## **SHIPPING**

PowerShades is not responsible for shipping outside of the standard 3-5 business days. Expedited shipping requests will be billed automatically to the dealer.

## **PREVENTATIVE TOOLS**

While we do recommend a wind sensor for our outdoor shades, wind sensors are preventative tools and do not modify, guarantee or void our warranties in any way.

## **EXPENSES**

NO LIABILITY IS ASSUMED BY POWERSHADES, IT'S EMPLOYEES, OR SUBSIDIARIES FOR EXPENSES OR DAMAGES RESULTING FROM INTERRUPTION IN OPERATION OF BUSINESS, TRAVEL EXPENSE, SHIPPING EXPENSES, THE OPERATION OF EQUIPMENT, OR FOR INCIDENTAL, DIRECT, OR CONSEQUENTIAL DAMAGES OF ANY NATURE, INCLUDING DAMAGES TO FINISHES OR STRUCTURES IMPACTED BY THE REPAIR.

## **DISCLOSURE**

The obligations of PowerShades are limited to the replacement or repair of parts or products found to be defective. It is at the sole discretion of PowerShades to determine whether a product will be replaced or repaired.

THIS WARRANTY IS EXCLUSIVE AND IN LIEU OF ALL OTHER WRITTEN OR ORAL WARRANTIES OR COMMUNICATIONS OBLIGATIONS AND LIABILITIES. THE DURATION OF ANY IMPLIED WARRANTIES FOR ANY PRODUCT IS LIMITED IN DURATION TO THE WARRANTY TERM APPLICABLE TO SUCH PRODUCT AS SET FORTH ABOVE.

Some states do not allow the exclusion or limitation of incidental, punitive, or consequential damages, so this limitation or exclusion may not apply to you.

No person is authorized to extend or alter this warranty.

## **HOW TO OBTAIN WARRANTY SERVICE**

To learn more about warranty claims, contact your PowerShades Expert.

If you have additional concerns, you can reach PowerShades Customer Service directly at 1-417-553-0504 EXT. 1. Please note that PS may defer actions on any claim for warping for a period of up to twelve (12) months from the date of the claim in order to permit acclimating to humidity and temperature conditions.

Warranty claims must be accompanied by the original sales receipt as well as details regarding the nature of the problem, location of the product, etc. photos, videos, shade ID's and Shade names as applicable. Warranty claims may be submitted to the customer service team at:

### **POWERSHADES CUSTOMER SERVICE**

[www.powershades.com/support](http://www.powershades.com/support) or

Logging into the dealer portal and selecting support, create a support ticket.