

SOL Window Coverings

Limited Lifetime Warranty

We extend the following warranty to the original purchaser of window covering products.

What is covered:

- *Manufacturer defects and shipping damage (reported within 15 calendar days).*
- *Materials, operating mechanisms (including cords and ladders, excluding the motorized mechanisms), and other parts are covered, provided window covering is installed to specifications in installation instructions.*
 - *Proof of purchase is required.*
 - *Products ordered through SOL, and installed by our trusted installation professionals will be protected by the above. Installations organized outside of SOL will be addressed on a case-by-case basis.*

What is not covered:

- *Variations in texture, construction or color of natural products, and natural color changes to materials that take place over time.*
- *Product failure due to any of the following:*
 - *Improper installation, operation, or cleaning.*
 - *Normal wear and tear as a result of time and repetitive daily habits. Examples of normal wear and tear include faded blinds/shades from continued exposure to the sun or a frayed pull string that has worn out through normal use.*
 - *Excessive exposure to heat, sunlight, or moisture.*
 - *Damage from children, pets, or insects.*
 - *Alteration of any kind.*
 - *Products that exceed size recommendations or are outside of product specifications (as noted by our sales team).*

- *Products that are no longer owned by the registered purchaser as noted in the invoice.*

Resolution of Warranty Issues:

- *Repair or Replace: We will determine, at our discretion, whether the product will be repaired or replaced.*
- *Product Discontinuation: If a product replacement is needed for a discontinued product still under warranty, we will provide a substitute product that matches as closely as possible. In the event that there are multiple products in the same room, only the defective product will be repaired or replaced. Every effort will be made to match the original specifications.*
- *Shipping Costs: After a 1 year period, the customer is responsible for any shipping costs associated with warranty repair.*

Resolution Procedures:

Call the number on our website or email us at sales@solcoverings.com, and provide your original order number. After receiving your correspondence, a SOL Window Coverings professional will reach out to you to schedule an inspection or may approve the warranty based on pictures of the problem. A prompt replacement or fix will follow, in as expeditious a way as possible. However, replacement or fix times will vary greatly. This warranty takes the place of all other stated warranties, whether written or oral. In no event shall we be liable for incidental or consequential damages that may result from any defect in product or breach of this warranty. We reserve the right to inspect any part or component prior to replacements. In order for repair or replacement to be made, a finalized invoice or payment record verifying the original purchase date must be presented to us. The exclusion or limitation of incidental or consequential damages may vary according to the state of purchase, therefore the above limitations or exclusions may not be applicable to you. This warranty gives you specific legal rights and may also include other rights which may vary from state to state.