

## **Warranty and what it means for you.**

**Hunter Douglas Warranty:** <https://www.hunterdouglas.com/warranty>

### **90 Day Warranty:**

Hunter Douglas offers a 90 day warranty. If there is any issue with the window treatment, Barnes Custom Window Treatments and Hunter Douglas will make it right at no extra charge to you. No shipping charge. No invoice.

### **5 Year Warranty:**

Hunter Douglas offers a 5 year warranty on their shades, components and labor. You will not be charged unless it is due to neglect by the consumer. The most cost effective way to facilitate this warranty is to take down the shade and bring it into Barnes Custom Window Treatments shop. This way the only charge that will be incurred upon you is the \$30 for shipping. We understand that dismounting a shade is not feasible for all customers but we are here to help. If you require us to come into your home or place of business to take down the shade you will be charged a trip fee of \$75 plus the \$30 for shipping the item back to Hunter Douglas.

### **7 Year String Warranty:**

Hunter Douglas offers a 7 year warranty on strings. Hunter Douglas knows that strings are the most vulnerable parts of the shade and they are the most likely component to break. If your shade does not function because of a string issue, it will be covered up to 7 years. The most cost effective way to facilitate this warranty is to take down the shade and bring it into Barnes Custom Window Treatments shop. This way the only charge that will be incurred upon you is the \$30 for shipping. We understand that dismounting a shade is not feasible for all customers but we are here to help. If you require us to come into your home or place of business to take down the shade you will be charged a trip fee of \$75 plus the \$30 for shipping the item back to Hunter Douglas.

### **Limited Lifetime Warranty:**

Hunter Douglas stands by their products and offers a limited lifetime warranty. If the material on your shade or blind was to ever to delaminate or if the product not assembled correctly to begin with, Hunter Douglas will honor a lifetime warranty on that product. As long as your window treatment is in the

original window in which it was installed and has not been altered anyway. Barnes is happy to facilitate this warranty but the same thing goes as stated in the above warranties.

## **Barnes Custom Window Treatments Warranty:**

### **1 Year Warranty**

Outside of Hunter Douglas warranties, Barnes Custom Window Treatment offers a 1 year warranty on window treatments. If there is any issue with your window treatment Barnes Custom Window Treatments will be there to make it right. Shipping will be the only charge incurred to you is if the shade is 90+ days old. Shipping to and from Hunter Douglas is \$30. Barnes Custom Window Treatments does not profit from shipping and there is no money being made by us on facilitating a warranty.

*\*When possible Barnes Custom Window Treatments will fix your products in house. The advantage of having us do this is there is a much quicker turnaround time, usually within one week. We do offer very consumer friendly rates to do this.*