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Comfortex

WINDOW FASHIONS

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November 30, 2016 [Ashley Jackman](#)

Warranty Information

RESIDENTIAL LIMITED LIFETIME WARRANTY

Revised: May 1, 2017

Comfortex warrants that its window treatments will be free from defects in materials and workmanship for as long as the original residential purchaser owns the product, provided that the product was installed properly and in accordance with the installation instructions. The Limited Lifetime Warranty is extended to the original residential purchaser only, in the original window for which it was installed.

The Warranty does not include any conditions or damages resulting from accidents, alterations, misuse, abuse, misapplication, improper handling, installation, repairs, operation, cleaning, exposure to any and all natural and manufactured excessive heat sources. (Excessive heat sources include, but not limited to; magnification of sun light through cubes of glass, heaters of any kind, ovens, candles, lighting fixtures, etc.) This warranty does not cover variation in fabric color, grain, or texture in natural wood products nor excessive warping of wood slats in high humidity areas. Loss of pleating is not covered if the product is not being cycled (held in the raised position a portion of the time). Normal wear and tear is not covered.

All moving parts, such as cords, will eventually wear out and fabric may fray. Comfortex considers these things as normal wear and tear and will carry a three year Limited Warranty. All fabric, including fabric vanes, panels, inserts, and shades carry a five year Warranty.

This Limited Warranty does not cover transportation costs to and from the retailer, costs of removal, re-measure, reinstallation of product, or any incidental or consequential damages.

If a Comfortex product is found to be defective in materials or workmanship, we will, at our discretion, repair, replace or refund the cost of a product which fails to conform to this Limited Warranty. Colors vary from lot to lot and may not exactly match sample swatch, sample book, or previous purchases. Discontinued components or color selections will be replaced with the closest equivalent current product. This shall be your sole remedy under this Limited Warranty.

To obtain service, contact the Dealer from whom you purchased the product.

This Warranty is exclusive and in lieu of all other obligations, liabilities or warranties. In no event shall Comfortex or its licensed fabricators or distributors be liable for incidental or consequential damages, or for any other damage, loss or expense, cost or fee associated with such damage. In some states, exclusions for incidental or consequential damages are not allowable. Comfortex Dealers and Fabricators must use safety devices supplied by Comfortex in accordance with Window Covering Safety Counsel guidelines.

This Warranty gives you specific legal rights, and you may also have other rights, which vary from state to state. Policy is subject to change without notice.

This Limited Warranty is exclusive of commercial use. Contact Comfortex Technical Service for more information. No agent, representative, dealer or unauthorized employee has the authority to increase or alter the obligation of this Warranty.

This Limited Warranty supersedes any previous versions.

If you have any questions regarding the Comfortex Warranty, please contact Comfortex Technical Service at (800) 843-4151 or customercare@comfortex.com.

[Click here](#) for **Woodwinds Wood Alloy Blinds Premium Performance Guarantee**

PERSONA and Odysee Color Warranty

Comfortex utilizes state of the art technology to provide you Odysee Insulating Blinds and PERSONA Roller and Roman Shades within 2 Delta-E (DE) of the sample fabrics and colors found in the Odysee Insulating Blinds Personal Color System, Odysee Limited Edition and PERSONA Roller and Roman Sample Books. When viewed under different lighting sources such as fluorescent, incandescent, halogen, ultraviolet and others, fabrics may appear different to the eye. Comfortex utilizes the worldwide lighting standards of Daylight 65 (D65) as our official standard for measuring and qualifying color accuracy, because D65 daylight bulbs best represent actual "daylight" illumination. Slight color variations (under 2 DE) are within established industry standard and should be expected.

This warranty is in addition to Comfortex limited lifetime warranty.

COMMERCIAL/CONTRACT LIMITED LIFETIME WARRANTY

Effective November 9, 2015

Comfortex warrants that its contract or commercial application of window treatments (excluding fabrics & vertical tracks) will be free from defects in materials and workmanship for as long as the original purchaser owns the product, provided that such products were properly installed in commercial, institutional or multi-tenant facilities; and made or assembled exclusively from Comfortex materials and components.

All fabrics, including vanes, panels & inserts, all wood, real and faux, and cords used in Comfortex window treatments are so warranted for a period of three years from the date of purchase by the original purchaser. Exceptions apply to Shangri-La Shadings (2 years), Roman Shades (2 years), & Roller Shades (5 years). Contract or commercial application Vertical tracks are so warranted for a period of 5 years from the date of purchases by the original purchaser.

The obligation of Comfortex and its distributors is limited to repair or replacement of the window treatments or components found to be defective and excludes shipping charges and labor cost for measuring, and installation. Repairs will be made with like or similar parts. This warranty does not include any conditions or damages resulting from accidents, alterations, exposure to the elements, and exposure to any and all natural and manufactured excessive heat sources. (Excessive heat

sources include, but not limited to; magnification of sun light through cubes of glass, heaters of any kind, ovens, candles, lighting fixtures, etc.), misuse, abuse, normal wear & tear, third party motorized devices or failure to follow Comfortex instructions with respect to measurement, installation, cleaning, maintenance or transportation costs. For example, without limited scope of any of the foregoing exclusions, Comfortex does not warrant any condition or damage resulting from removal of the window treatment and reinstallation in the same or another window.

This Warranty is exclusive and in lieu of all other obligations, liabilities or warranties. In no event shall Comfortex or its licensed fabricators or distributors be liable or responsible for incidental or consequential damages, or for any other direct or indirect damage, loss, cost, expense or fee associated with such damage. Some states do not allow the exclusion or limitation of consequential or incidental damages, so this exclusion or limitation may not apply to you. Comfortex Dealers and Fabricators must use safety devices supplied by Comfortex in accordance with Window Covering Safety Counsel guidelines.

This warranty gives you specific legal rights, and you may also have other rights, which vary from state to state. To obtain warranty service, contact Comfortex Technical Service. Warranty claims must be accompanied by proof of purchase.

This limited warranty supersedes any previous versions and is subject to change without notice.

If you have any questions regarding the Commercial/Contract Warranty, please contact Comfortex Technical Service at (800) 843-4151 or customercare@comfortex.com.

MOTORIZED SHADE WARRANTY

Effective January 2015

SOMFY Motorized Shades Warranty

Somfy offers end product suppliers a 5 year warranty on all motors and controls. Specifically, Somfy warrants its motors and controls to be free from defects in material and workmanship under normal and proper use for a period of 5 years commencing with the date stamped on each product. If the

Somfy product fails within this 5 year period, Somfy will repair or replace it free of charge through your end product supplier. Batteries are not covered by the warranty.

Simplicity Motorized Shades Warranty (Including PowerTouch and Integrated Rechargeable Simplicity Motors)

We offer a 5 year warranty on all motors and controls. Specifically, we warrant the Simplicity motors and controls to be free from defects in material and workmanship under normal and proper use for a period of 5 years commencing with the date stamped on each product. If the Simplicity product fails within this 5 year period, we will repair or replace it free of charge through your end product supplier. Batteries are not covered by the warranty.

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