
Shutter Warranty



Window Design Group warrants to the original buyer that our shutter products will be free from manufacturing defects such as chipping, peeling, cupping, twisting, or warping for 2 years effective from the date of purchase by the original buyer. Composite finishes have a (2) two year warranty on the entire product and includes the surface finish. Wood paint grade finishes for all products shall be warranted for (2) two years from the date of purchase by original buyer. Wood stain finishes for all products have a (1) one year warranty on color fastness and the entire finish. Louver tension is under warranty for (1) one year from date of install. Light leakage and gapping is a natural characteristic of wood and composite shutters, and is not a warranty item. This warranty should remain in effect only if the product has been installed, maintained, cleaned, treated and used correctly. This warranty shall not apply if the product has been damaged due to alteration, accident, misuse, misapplication, improper installation, abuse, normal wear and tear, exposure to the elements, improper maintenance or handling, fire, flood or other Acts of God.

LIMITED WARRANTY LIMITATIONS

1. Product use: This limited warranty applies only in respect to products that are used strictly in the purpose in which they were designed, manufactured, sold and intended.
2. Warranty limitation: Window Design Group liability is limited solely and exclusively to repair or replacement at Window Design Group discretion. Under no circumstances shall Window Design Group be liable for consequential or incidental damages resulting from the defective product. This includes but is not limited to cost of removal and reinstallation, disassembly and or reassembly, damage or injury to other property, labor costs for any purpose, or any other expense.
3. Replacement parts of repairs: Window Design Group reserves the right to discontinue or change any of its shutter products as currently manufactured, at any time. If Window Design Group determines to make a replacement under the terms of this limited warranty and the replacements parts are not available, Window Design Group reserves the right to substitute a part or parts of equal quality at its sole option. Replacement parts or components furnished by Manufacturer under this Warranty will have the standard color available at that time. A color variance may occur between the new replacement part or component in comparison to the original product due to weathering expose and would not be indicative of defects in the part or component.

EXCLUSIONS FROM LIMITED WARRANTY COVERAGE

The following are excluded from coverage under this limited warranty:

1. Exposure to air pollutants and normal atmosphere conditions may cause poly surfaces to gradually suffer an accumulation of surface dirt and stains. These are normal occurrences and are not covered under Window Design Group limited warranty.
2. Any defect, malfunction or failure to perform, which has occurred because of unreasonable use, improper application, or failure to perform reasonable or necessary maintenance.
3. Any damage to the shutters or components of the shutters cause by settlement or structural defects of the building of which they are installed.
4. Any damage caused by wind, hail, lightning, rain, or other Acts of God, intentional acts, accidents, negligence, exposure to harmful chemicals or pollutants. Fading from the natural effects of light and sun is normal and considered acceptable by customer.
5. Any damage or defect cause by any person, licensed or not, who, after the products manufactured, handled, transported or installed Window Design Group shutter product, regardless of that persons relationship with Window Design Group.
6. Any shutter product that is manufactured outside of Window Design Group normal, standard factory specifications. This shall include, but not limited to, custom manufactured shutter products for unusually shaped, or abnormally large applications.
7. Any shutter which has been repaired or modified or attempted to have been repaired or modified by any person other than a duly authorized representative of Window Design Group. In any event that any part or provision of this limited warranty shall conflict with any present or future law, statute, ordinance, regulation or ruling, the latter shall prevail; provided, however that the part or provision of this agreement which is effected shall be curtailed and limited only to the extent necessary to bring it within the requirements of law, and all other parts and provisions of this limited warranty shall remain in full force and effect. For service under this limited warranty, please contact Window Design Group at 800-577-0643. Please have available the proof of purchase and the purchase date and location, in addition to a detailed description of the problem. Window Design Group shall not be liable for shipping costs for product inspection, service or repair, and is not liable for damages or loss occurring during shipping.
8. Caulking may be necessary on some installations to seal the frames or trim package against water and/or air infiltration. Caulking is considered a maintenance issue and is the responsibility of the homeowner. It is not considered part of the product and is not covered under this warranty



RESOLUTION OF WARRANTY ISSUES:

Window Design Group proudly extends warranties on all products and services to the original buyer, with proof of purchase. Please see manufacturers specific warranty on our website or ask your salesperson for a copy for your specific purchase. All manufacturing defects must be reported within 10 days of final installation. If it is determined that warranty service is required, it will be determined at the sole discretion of a Window Design Group representative whether the product will be repaired or replaced.

Matching Products: 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. If this is not possible, we will match the product as closely as possible.

Non-Window Design Group Products: Products sold by Window Design Group under a different brand name are subject to the warranties of the specific manufacturer. There are no warranties that extend beyond this express written warranty, except the implied warranties of merchantability and fitness for a particular purpose. Under no circumstances shall Window Design Group be liable for lost profits, or other indirect, incidental, consequential, special or exemplary damages. Some states do not allow the exclusion or limitations or incidental damages, so the above limitations or exclusion may not apply to everyone. This warranty gives specific legal rights including other rights which vary from state to state. All warranties are provided and honored by the product manufacturer, not Window Design Group. Whenever possible, Window Design Group will service warranty issues or direct manufacturer technicians to service warranty issues without additional fees, plus any charge that is not covered by the manufacturer of said product, unless the technician declares the claim does not fall under the warranty guidelines and or product suffered from customer abuse. Window Design Group reserves the right to refuse services at any time and at the company's discretion.