

CUSTOM DRAPERY LIMITED DRAPERY WARRANTY

WHAT IS COVERED

You can be sure that your fabric window treatment will be hand made to the exact specifications your window requires. Every product will be made with fine attention to detail and the highest standards of fabrication. Custom Decorators extends a Warranty on custom fabrication and hardware for materials and workmanship defects reported within 120 days of original installation. If you notice any defect in materials or fabrication, notify us within the Warranty period and we will determine the best way expedite repair or remake your product in order to correct the defect.

WHO IS COVERED

This Warranty extends to the original residential retail purchaser.

WHAT IS NOT COVERED

This Warranty does not cover normal wear and tear or any damage or loss caused by accidents; alterations; environmental effects; misuse or user error; abuse or extraordinary use; exposure to salt air; insect damage; improper cleaning and maintenance. Warranties shall cease to be in effect if product has been moved from its original place of installation. All fabrics, woods, metals, and painted or stained finishes will gradually lose their color intensity over time and with exposure to sun. This color loss can vary depending on fiber, material and degree of sun exposure and is not covered by the Warranty.

WHAT WILL WE DO TO CORRECT DEFECTS

If Custom Decorators drapery products are found to be defective during the Warranty period, we will at our discretion either; repair or replace, without charge, the defective product. Discontinued items will be replaced with the closest equivalent current product.

CARE AND MAINTENANCE

Never wash, launder or use a hot iron on your custom treatments. As needed, vacuum any accumulated dust from the surface of your treatment with a clean soft brush attachment. Depending on the conditions where the draperies are installed, professional dry cleaning may be needed approximately every three to five years. Only use reputable dry cleaners that specialize in cleaning custom drapery.

NO LIABILITY FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES

Repair or replacement of defective products is the sole remedy under this Warranty and in no event shall Custom Decorators be liable for additional costs including incidental or consequential damages. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations and exclusions may not apply to you.

YOUR RIGHTS UNDER STATE LAW

This Warranty gives you specific legal rights, and you may also have other rights which may vary from state to state.

HOW TO GET SERVICE

To obtain service under this Warranty, please contact Custom Decorators customer service department at 800-253-3267.