

Warranty Coverage

LEVOLOR® 25 Year Limited Lifetime Warranty for Shutters

What is Covered?

LEVOLOR Shutters extends a 25 year limited lifetime warranty on the enclosed product (unless a shorter period is provided below) to the original residential retail purchaser only if the product was properly installed and remains in the original window and/or door. LEVOLOR Shutters are intended for internal use only.

The product is covered against manufacturing defects (i. e., a flaw in the product design, materials or workmanship that causes the product to no longer function) and has a 25 year limited lifetime warranty. The warranty on the frame and panels shall remain in effect only if normal cleaning practices are followed periodically.

LEVOLOR reserves the right to decline to manufacture out-of-spec, or void warranty on any panels ordered over the maximum widths, heights, square footage or divider rails not used when required.

This warranty applies only to product produced within LEVOLOR's specifications. If product is ordered outside of LEVOLOR's specifications, LEVOLOR may either decline to produce such out of spec product, or produce such product to be sold without warranty coverage.

5 Year Limited Lifetime Warranty on Hardware

LEVOLOR Shutters warrants that the hardware will remain in good operational condition for a period of 5 years from the date of manufacture.

5 Year Limited Lifetime Warranty on Motorization (excluding remote)

LEVOLOR Shutters warrants that the motor will remain in good operational condition for a period of 5 years from date of manufacture.

What is Not Covered?

Normal wear and tear

Any product that fails due to:

- remote controls
- abuse
- accident
- alterations
- damage from pets/insects
- exposure to salt air
- extraordinary use
- improper cleaning
- improper handling
- improper installation
- improper operation
- misapplication
- misuse

Any damage caused by:

- wind, hail, lightning, or other acts of God
- intentional acts, accidents, negligence, or exposure to harmful chemicals or pollutants

Costs associated with:

- product removal
- product remeasure
- product reinstallation
- Transportation to and from the retailer
- Incidental or consequential damages
- shipping
- brand label removal

In the event there are multiple shutters in the same room, only the defective shutters will be replaced. Some states/provinces do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

To Report Shipping Damage

If damage occurred during shipping, call 1-800-538-6567 and report within 14 calendar days of delivery or you may be denied credit for damaged product.

To Obtain Service

For online product-specific trouble shooting information, refer to LEVOLOR.com/Shutters.

If you suspect this LEVOLOR product has a manufacturing defect in materials or workmanship:

1. Locate the sales receipt (proof of purchase)
2. Call 1-800-538-6567

Any unauthorized returns will not be accepted.

Warranty Remedy

THIS SHALL BE YOUR SOLE REMEDY UNDER THIS 25 YEAR LIMITED LIFETIME WARRANTY.

If this Levolor product is found to have a manufacturing defect in materials or workmanship, we will (at our discretion) do one of the following:

- Repair the product
- Replace the product
- Refund the cost of the product
- Shutters are light controlling and not black out.
- Discontinued items or color selections will be replaced with the closest equivalent current product.

Your Right Under State or Provincial Law

This 25 year limited lifetime warranty gives you specific legal rights, and you may have other rights, which vary from state to state/province to province. Some states/provinces do not allow limitations on how long a warranty lasts, so the above limitations may not apply to you.

No agent, representative, dealer, or unauthorized employee has the authority to increase or alter the obligation of this warranty. This 25 year limited warranty supersedes any previous versions.

SAVE THIS WARRANTY CARD WITH YOUR PROOF OF PURCHASE