



Signature Basswood/Fauxwood/Vertical Blinds Warranty

Signature Window Coverings LLC products sold to original purchaser, only for residential or commercial use, covers defects in materials and workmanship. Commercial warranty may be changed due to negotiated terms.

This warranty does not cover wear and tear as a result of abuse or misuse by the original purchaser(or tenants) or improper installation. This categorization is made by Signature Window Coverings LLC. Materials, including pvc and other plastics, may discolor when in direct sunlight for an extended period of time. This is considered normal wear on the product after the warranty period and is not covered under warranty. All cords will eventually wear. They are full warranted for 1 year. Signature Window Coverings LLC will not cover any product requested and built that are not in the normal specifications outlined by Signature Window Coverings. Basswood colors may not match previous orders due to variances from different lots. Signature Window Coverings LLC is not responsible for variations in colors. Blinds have a full one year warranty and 3 year limited warranty.

Signature Window Coverings offers a full one year warranty and 3 year limited warranty. This only is offered to the original purchaser and user of the product(s). This warranty time period may be changed in contract negotiations for commercial(s) applications.

If a warranty request is issued, Signature Window Coverings will repair or replace the defective product at it's own discretion. Repairs made by Signature Window Coverings Llc. will take place in the factory.

Signature Window Coverings LLC is not responsible for incidental damages due to transportation or re-installation of replacement product nor are we responsible for costs induced in transporting the product from dealer to the product's owner.

It is the responsibility of the dealer to inspect any and all products it receives from Signature Window Coverings LLC prior to transporting the product(s) to the owner's property.

Signature Window Coverings LLC is not liable to make house calls for re-pair or replacement of any product.

Any shipment that requires a company not owned by Signature Window Coverings LLC that is damaged during transit is not the responsibility of Signature Window Coverings LLC to incur the costs associated with the product(s) replacement.

Digital images are requested to expedite product replacement but not required. Unless agreed upon between Signature Window Coverings and the customer, all orders must be paid in full before repairs or replacements will be processed.



Signature Roller Shade Warranty

Signature Window Coverings LLC products sold to original purchaser, only for residential or commercial use, covers defects in materials and workmanship. Commercial warranty may be changed due to negotiated terms.

This warranty does not cover wear and tear as a result of abuse or misuse by the original purchaser(or tenants) or improper installation. This categorization is made by Signature Window Coverings LLC. Materials, including pvc and other plastics, may discolor when in direct sunlight for an extended period of time. This is considered normal wear on the product and is not covered under warranty. All cords will eventually wear but are covered for 1 year. Signature Window Coverings LLC will not cover any product requested and built that are not in the normal specifications outlined in this guide. Fabric colors may not match previous orders or swatches due to variances from lots. Signature Window Coverings LLC is not responsible for variations in fabric colors. Roller shades that are ordered may experience Telescoping (over a 3 to 1, lengthXwidth ratio), which is a tracking issue, and are not covered by Signature Window Coverings warranty. Any product discontinued is not warranted. Some fabrics may have cupping issues. This is not under warranty as it is considered normal by Signature Window Coverings LLC.

Signature Window Coverings offers a limited lifetime warranty on roller shade products/ components. This only is offered to the original purchaser and user of the product(s). This warranty time period may be changed in contract negotiations for commercial(s) applications.

If a warranty request is issued, Signature Window Coverings will repair or replace the defective product at it's own discretion. Repairs made by Signature Window Coverings Llc. will take place in the factory.

Signature Window Coverings LLC is not responsible for incidental damages due to transportation or re-installation of replacement product nor are we responsible for costs induced in transporting the product from dealer to the product's owner.

It is the responsibility of the dealer to inspect any and all products it receives from Signature Window Coverings LLC prior to transporting the product(s) to the owner's property.

Motors used in roller shades are covered with a 5 year warranty. If motors are used out of specified limits the warranty will be void. Signature Window Coverings is not liable for purchaser(s) failure to know the limitations on motors. Signature Window Coverings LLC is not liable to make house calls for re-pair or replacement of any product.

Any shipment that requires a company not owned by Signature Window Coverings LLC that is damaged during transit is not the responsibility of Signature Window Coverings LLC to incur the costs associated with the product(s) replacement.



Order change request or Cancellation

Any order placed on the Online order system must be canceled within 48-hour period of submittal either by clicking the cancel button or written document/email. If they have not been canceled Signature Window Coverings Llc reserves the right to charge a 15% cancellation fee.

Any request for change to an order that has been in production for over 48-hours will be charged an amount negotiated by the company that submitted the order and Signature Window Coverings. This needs to be confirmed through email/written documentation.



Basswood Blinds

Cleaning

Signature Window Coverings Basswood Blinds should be dusted regularly. To do this, use an ordinary soft, cloth (clean). If this is not available, a chemically-treated cloth can be used but be sure to read warning label before using the cloth. A clean, dusting mitt can also be used. Vacuum cleaner with brush attachment or cylindrical dust brushes that are specifically designed for use on wood blinds can be used at the discretion of the user. Before cleaning please lower the blind to its full length, then tilt the slats to almost fully closed and dust.

Vertical Blinds

Cleaning

First, fully close the blind to one side. To avoid having slats bunched on one end, extend the slats horizontally. Do not stack to one side. Attach a brush cleaner to a vacuum that is designed to clean vertical slats and slowly vacuum the slats, individually, from top to bottom. Make sure to move, side to side if needed for wide slats narrow or for a narrow vacuum. Take your time and repeat is necessary. After one side is complete, turn blinds fully to the other side and repeat.

Fauxwood Blinds

Cleaning

Fauxwood blinds can be vacuumed with a brush attachment moving horizontally across each slat. Make sure the brush can be used on this type of slat. A dry or damp cloth can be used to clean as well. Water and a cleaning agent designated safe for this application can be used as well.