

BLINDS TO GO LIFETIME WARRANTY

Statement of Warranty Coverage

Blinds To Go takes pride in the products it manufactures and wants to offer its customers the highest quality and service.

Our customers have thirty (30) days from the date they pick up or receive their custom-made window coverings to notify Blinds To Go if they are missing any components of their order (slats, blinds, brackets, etc.) or if their Blinds To Go window covering has a defect in fabric or material. After this timeframe, the order will be considered 100 % delivered and satisfactory.

Following this initial thirty (30)-day period, Blinds To Go is proud to extend a warranty on all custom-made products based on the following guidelines:

- All of our custom-made products carry a lifetime warranty with respect to their operating mechanisms (cord locks, ladders and tilt gears) and with respect to the components which make up the window covering (brackets, wands, caps, etc.). This warranty specifically excludes fabric and material.
- All motors and motorized products of the Blinds To Go Motorization Program carry a five-year warranty from the date of purchase, except if they were installed by the customer. However, motorized accessories and batteries are specifically excluded from this warranty, as well as damages due to customer programming motors.

Warranty Exclusions

This warranty does not cover any product which fails to conform due to accident, alteration, misuses, abuse, misapplication, failure to follow instructions, improper handling, improper installation and improper operation or cleaning. It excludes damages from animals and insects, normal wear and tear (common cosmetic issues related to extended use) and fraying, fading, natural changes in color and discoloration of material from exposure to the elements (including but not limited to prolonged sunlight exposure, or damage from salt air). With respect to the operating mechanism, loss of pleating is not covered if the product has not been cycled (held in the raised position a portion of the time).

Please note that Wood Blinds and Woven Wood Shades are made from natural materials. As such, the following are to be considered inherent characteristics: variations in color, grain and texture, natural markings (knots, mineral deposits, etc.) minor bowing or warping of slats, reeds or other natural materials. In addition, excessive warping of Wood Blinds and Woven Wood Shades is excluded if installed in a high humidity area.

Warranty Process

To remedy a warranty issue, customers must return the defective blind(s) along with invoice and original sales receipt to their nearest Blinds To Go showroom. Alternatively, you have the option to request our pick up and delivery services, which will be charged based on our current applicable fees. Please note that we may refuse to take back a blind that has not been maintained or cleaned properly.

If we determine that the warranty issue is covered, we will, at our sole discretion, repair or replace the product which fails to conform. Please note that coloration may vary from lot to lot on some styles, and that we periodically discontinue certain styles and colors. On discontinued items, we reserve the right to substitute



warranted product with the nearest color or style of equivalent or greater value. On current product, we will make every reasonable effort to match current style and color.

Warranty Limitations and Your Rights Under Applicable Law

The present warranty is exclusive and non-transferable (except for certain exceptions). Any other warranties whether express or implied, including but not limited to any warranty of merchantability, or any fitness for particular use, or otherwise are disclaimed by Blinds To Go. Please note that Blinds To Go cannot be found liable under this warranty to cover any indirect or incidental costs (including transportation, shipping and installation costs) or any consequential or exemplary damages. No employee of Blinds To Go has the authority to increase or modify the obligation of this warranty.

This warranty gives you specific legal rights and limitations, and you may have other rights, which vary from State to State or province to province.

**THE ABOVE WARRANTY IS EFFECTIVE AS OF MAY 1ST 2026
AND SUPERSEDES ANY PREVIOUS VERSIONS.**