

# Dealer Service Center

Hunter Douglas has partnered with independently owned businesses across the U.S. and Canada to provide repair services as a Dealer Service Center. These Centers are trained to handle most Hunter Douglas warranty and non-warranty repairs, providing both dealers and consumers with local services. These businesses are not owned by Hunter Douglas.

## What is covered by the Lifetime Limited Warranty?

- ▶ Defects in materials and workmanship
- ▶ Cord repairs or replacements for **7 years**
- ▶ Motorized and electrical component replacement for **5 years**
- ▶ **Items NOT covered include:**
  - Normal wear and tear with every day use
  - Environmental damage or color fading due to exposure to the elements
  - Issues caused by an unsuitable installation or mis-measurement
  - Conditions caused by improper cleaning and maintenance
  - Accidents, alterations, abuse or misuse

Please see actual warranty for complete details: <http://www.hunterdouglas.com/warranty>

## Important things to remember:

- ▶ Warranty repairs only apply to the original retail purchaser
- ▶ Some shades may not be repairable due to age, parts availability, and/or product condition/cleanliness
- ▶ Certain shade types must be sent back to a Hunter Douglas factory for repair
- ▶ In-home services for removal and re-installation are not covered under warranty
  - In-home services are available in some markets
  - Contact your local Dealer Service Center for a list of In-Home service fees
- ▶ Shipping, handling and other administrative fees are not covered under warranty
  - Administrative fees may be applicable based on your specific repair needs
  - Consumers are responsible for all outbound shipping fees to our factory
  - For "Out-of-Warranty" repairs, consumers pay all freight charges and other associated fees

## What happens next?

- ▶ Call your Dealer Service Center to schedule an appointment to bring your shade in for evaluation
- ▶ Shades that are not repairable locally will be shipped back to a Hunter Douglas factory
- ▶ The local Center will repair the shade if the malfunction is covered under warranty and authorized
  - Lead times for repair are subject to local market demands
  - Hunter Douglas may, in its discretion, choose to replace the product with a like or similar product
- ▶ You will be notified by the Dealer Service Center when your shade is ready to be picked up
- ▶ All fees or administrative charges are payable directly to the Dealer Service Center

## Repair Services Request

Name: \_\_\_\_\_ Date of Purchase: \_\_\_\_\_  
Address: \_\_\_\_\_ Shade Type: \_\_\_\_\_  
Phone #: \_\_\_\_\_ Place of Purchase: \_\_\_\_\_  
Email: \_\_\_\_\_ RGA #: \_\_\_\_\_  
(For Use by Repair Center Only)

Please briefly describe the problem you are having with your shade:

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