



# SUN GLOW LIMITED LIFETIME WARRANTY

## WHO IS COVERED AND FOR HOW LONG?

The warranty is extended to the original purchaser as long as the original purchaser owns the products. This warranty is not transferable. Somfy Motorized products are covered for 5 years from date of purchase.

SG Rechargeable Motorized products are covered for 5 years from date of purchase.

## WHAT IS COVERED?

Defects in materials or workmanship.

## WHAT IS NOT COVERED?

Any conditions caused by normal wear and tear.

Environmental damage (humidity, UV, temperature, animal abuse, etc.).

Acts of God (flood, tornadoes, fires, etc.).

Improper handling or installation, abuse, accidents, misuse, or alterations.

Costs associated with labour for any purpose, product removal, product installation, shipping or transportation, trips to or from product destination, or other incidental or consequential damages.

Production contrary to Sun Glow's recommendations resulting in damage to the fabric. This includes requests to make shades exceeding the 1:2.5 width to height ratio or requests to railroad fabrics not recommended for railroading.

## REMEDY

If a Sun Glow product is found to be defective under the warranty, Sun Glow will, at its discretion, repair or replace the defective product with like or similar parts or products. Note: Fabric colours vary from dye lot to dye lot and may not exactly match sample swatch or previous purchases. Discontinued items will be repaired or replaced with an equivalent product, based on current availability.

## TO ATTAIN SERVICE

To attain service under this warranty the dealer must obtain a RMA # and send the original product to Sun Glow. If less than 12 months since original ship date, Sun Glow will arrange for pick up. If after 12 months, return blinds to Sun Glow freight prepaid. Sun Glow will not assume responsibility for lost or damaged items without a RMA #.