

## Norman International Warranty Information

### Norman Shutters:

Norman shutters have a Lifetime Limited warranty for as long as the original purchaser owns the shutter(s) (or as otherwise stated\*), PROVIDED THAT such products were (i) properly installed; and (ii) such products were made or assembled exclusively from original materials and components. Any resale or other transfer of the product and/or materials voids this warranty.

Wood Shutters (except for primed shutters) come with a Three year limited warranty on color fastness of solid colors. Wood shutters (except for washed colors and primed shutters) have a Three Year limited warranty on the color fastness of stained products and none on lacquer stained and oiled stained products. Although washed colors are not typically warranted in the shutter industry, we have a One Year limited warranty for the color fastness of the washed colors. Washed colors are color codes 100 to 109. Wood Composite shutters have a lifetime limited warranty on color fastness.

This warranty does not cover any condition of damage to the shutter or window from unauthorized repairs, motorized devices, accidents, alterations, misuse, abuse, act of God, normal wear and tear, exposure to elements, excessive humidity, fading, discoloration over time or failure to follow the Norman approved instructions with respect to measurement, installation, cleaning or maintenance. Improper, inappropriate, or unauthorized replacement parts, repairs or maintenance voids this warranty.

This warranty excludes all liability for removal of the shutter and reinstallation in the same or another window, or damage to the window frame, glass or any other portion of the window. Due to manufacturing, natural variations in color, grain and texture in the products, Norman or its licensed distributors/dealers are not able to guarantee exact matches on subsequent orders. Returns cannot be authorized due to these normal variations.

To obtain warranty service, please contact the dealer from whom you purchased the product. Repair or remake of defective products is the sole remedy under this warranty and in no event shall Norman or its licensed distributors or dealers be liable for costs to remove and/or reinstall the product. Repairs will be made with only like or similar parts. This warranty does not include shipping charges, costs of labor for measuring, installation, or trip charges. Warranty claims must be accompanied by proof of purchase, as well as details regarding the nature of the problem, location of the product, etc.

This warranty is EXCLUSIVE AND IN LIEU OF ALL OTHER OBLIGATIONS, LIABILITIES OR WARRANTIES. All other warranties, both expressed and implied, are explicitly disclaimed. In no event shall Norman Window Fashions or licensed Norman distributors/dealers be liable or responsible for INCIDENTAL OR CONSEQUENTIAL DAMAGES, or for any other direct or indirect damage, loss, cost, expense or fee. Some states do not allow the exclusion or limitation of implied warranties, or incidental or consequential damages, so the above limitation may not apply to your state. This warranty gives you specific legal rights, and you may also have other rights, which vary from state to state.

\*PerfectTilt<sup>®</sup> Motorization has a two-year Limited warranty on motor and circuitry.

### Norman Products - Blinds, Roman Shades, Roller Shades, Cellular Shades

Norman blinds and shades have a Lifetime Limited warranty for as long as the original purchaser owns the blind(s)/shade(s) (or as otherwise stated below\*), PROVIDED THAT such products were (i) properly installed; and (ii) made or assembled exclusively from original materials and components. Any resale or other transfer of the product(s) and/or materials voids this warranty.

This warranty does not cover any condition of damage to the blind/shade or window from unauthorized repairs, motorized devices, accidents, alterations, misuse, abuse, act of God, normal wear and tear, exposure to elements, excessive humidity, fading, discoloration over time or failure to follow the Norman approved instructions with respect to measurement, installation, cleaning or maintenance. Improper, inappropriate, or unauthorized replacement parts, repairs or maintenance voids this warranty. Deterioration of all cords is expected under normal circumstances and is considered as normal wear and tear. Additional fees may apply for cord replacement and repair.

This warranty excludes all liability for removal of the blind/shade and reinstallation in the same or another window, or damage to the window frame, glass or any other portion of the window. Due to manufacturing, natural variations in color, grain and texture in the products, Norman or its licensed fabricators/distributors are not able to guarantee exact matches on subsequent orders. Returns cannot be authorized due to these normal variations.

To obtain warranty service, please contact the dealer from whom you purchased the product. Repair or remake of defective products is the sole remedy under this warranty and in no event shall Norman or its licensed distributors/dealers be liable for costs to remove and/or reinstall the product. Repairs will be made with only like or similar parts.

This warranty does not include shipping charges, costs of labor for measuring, installation, or trip charges. Warranty claims must be accompanied by proof of purchase, as well as details regarding the nature of the problem, location of the product, etc.

\* Colorfastness: three-year limited warranty

\* Performance Essentials Faux Wood Blinds: three-year limited warranty