

# Blinds Couture + Roseworks Fabrication Warranty:

## Who provides coverage for your purchase:

**Blinds Couture**  
12170 Tejon St, #300  
Westminster CO 80234  
720 729 0091

**Blinds Couture provides a 30 day FREE SERVICE visits.** If issues arise with your blinds, shades, shutters or soft goods (drapery and Roman shades) that require the attention of our warranty specialist:

-please go to [www.blindscouture.com](http://www.blindscouture.com) and under the tab and fill out the warranty form.

-email [install@blindscouture.com](mailto:install@blindscouture.com) if you need to ask additional questions or follow up regarding the timing of your warranty inquiry.

\*Similar to owning a household appliance, it's the homeowners responsibility to manage and maintain your products. The most common issues we encounter are:

- Hub disconnect from WiFi
- Continuous cord loop breaks or gets stuck

## **As a homeowner- you have two options:**

- You can remove your shade, bring it to Blinds Couture and we will ship it to the manufacturer for repair
- You can contact us on our website and ask for a service tech to remove the shade for you- this is subject to the fee schedule based on: where the shade is located and where you reside.

## **SPECIAL CURCUMSTANCES:**

- If you are renovating or painting and need your shades removed and reinstalled, please contact us. Homeowners + contractors/painters often damage the shades when removing/storing them.
- If the shade is removed, then damaged, the warranty won't cover any issue with the shade.

## **What is covered:**

- **Blinds, Shades + Shutters** have a limited lifetime warranty. 5-7 year parts, pieces, motors. These warranties cover the actual parts, pieces, and mechanisms of the shades- NOT user error or general wear & tear. For a detailed warranty in regards to the product you purchased, please refer to our vendor warranty page or go to [www.blindscouture.com/contact](http://www.blindscouture.com/contact). Although the costs for parts, pieces, and motors "may" be covered during this warranty time frame, service and installation fees **WILL** apply.

- If your shade needs to be replaced due to user damage, general wear and tear, and other situations outside the vendor warranty- we offer replacement shades at wholesale. Items being replaced at

wholesale must be replaced in the original home they were installed in. Clients are responsible for covering the costs of installation and tax.

**Drapery:** draperies have a 30 day warranty. What is Normal wear & tear? If the fabric fades over time, this is considered normal wear, if the sun or heat from a register lengthens or shrinks your drapery fabric, this is also considered normal wear. Seams can also turn inward or begin to buckle with daily use and due to temperature changes throughout the year, this is normal. If a drapery ring falls off your rod, we'd ask that you simply get a ladder and fix it, same with a baton falling off the leading edge of your drapery. This is a normal part of owning a project that moves daily- homeowners need to understand that this is product maintenance.

**Roman Shades** have a 30 day warranty. If the lift system breaks or becomes unusable after 30 days, we will look into a repair at our workroom. There will be a service fee plus the cost of the repair that the client is responsible for. These are handmade products and are extremely delicate!!!

Same normal wear and tear as drapery- being that Roman shades are fabric, all information applies in the drapery section.

## **Motorization:**

- It is common for clients to assume their motorized shade has malfunctioned- this can often be resolved by charging the shade or replacing the batteries. In the event that this does not resolve the issue, please fill out the warranty form on our website.
- **When installing motorization it is important for the client to be on site at the end of the installation to walk through operating the shades as well as charging.**
- When installing an entire space with motorization, is it also likely that there will be issues that need our attention shortly after the install- this is common. Please send information & photos in regards to shade(s) needing attention via our warranty page on our website. Our team will work to get you a prompt resolution. On site resolutions are subject to the service fees listed below.
- Apps & Hubs- Programming of apps and hubs requires the internet to be connected and functioning. When installing apps & hubs the client is responsible for having the internet at the time of installation. The client is also responsible for providing the installer access to the internet. If this cannot be completed due to lack of internet/connectivity, the client is responsible for service fees listed below.

### **Service Fees: 720-729-0091**

- In an effort to avoid service fees, our warranty team can support you via phone. Videos can also help repair the potential problem without a service call. In the situation that a warranty specialist is needed on site, service fees will apply.
- **Warranty Specialist Visit Fee:** \$200.00 (within the E470 Loop)
- **Motorization specialist fee: 250.00+**
- **Parts/Pieces:** price subject to market costs if not covered by manufacturer warranty.
- **Repair:** price subject to market costs if not covered by manufacturer warranty.
- **Two story ladder fee: \$150**

### **Cord Mandate Changes:**

The Consumer Product Safety Commission (CPSC) has implemented new regulations to reduce hazards to homes/businesses.

As of June 1st, 2024, we will no longer sell loose cord-operated blinds and shades, without a child-safe cord tensioner.

We encourage our customers to explore additional child-safe options such as motorized and cordless window treatments when evaluating solutions for office buildings, restaurants, schools and other types of businesses and/or homes.

We are happy to answer your questions regarding repairs to cord-operated blinds or shades, and how to evaluate if the window treatments in your space meets the new CPSC standard.

If you are looking to replace existing non-compliant products, please give us a call!

[www.blindscouture.com](http://www.blindscouture.com)

720-729-0091