

CUSTOM WINDOW TREATMENTS

LIMITED WARRANTY

Five years, no questions asked. Lifetime against manufacturing defects.

Effective date	15 August 2026
Applies to	Products ordered on or after 15 August 2026
Issued by	Forma Living, LLC, Avondale, Arizona

WHAT IS COVERED

Years one to five: no questions asked. If something is wrong with a product, we will remake it once, free of charge. We do not require a fault diagnosis and we do not investigate cause.

Products are built to the dimensions supplied on the order. A product that matches the order is not a warranty claim, whoever took the measurement.

Lifetime: manufacturing defects. For as long as the product remains in its original installation, we warrant it against defects in materials and workmanship.

Both periods run from the date of shipment from our Avondale facility.

WHAT WE WILL DO

We remake the product. Remakes go straight to production rather than queueing behind new orders, and ship in under a week. We cover return freight.

Where the original fabric or component is discontinued, we remake in the nearest current equivalent and confirm the substitution with you first.

Where a remake is not possible, we credit the purchase price.

WHAT IS NOT COVERED

Even within the five-year period:

- Measurement error. Products are built to the dimensions supplied on the order.
- Fading, color change or degradation of fabrics and materials from sun exposure.
- Damage from fire, flood, or other casualty.
- Damage caused by modification or repair by anyone other than Forma Living.
- Products removed from their original installation and reinstalled elsewhere.
- Motorized components, which are covered by the motor manufacturer's warranty. We will help route a motor claim to the correct manufacturer.
- Discontinued fabrics where an exact match is no longer produced. We will supply the nearest current alternative.
- Variation in color, weave or texture between dye lots, and between a sample and a finished product, within commercially accepted tolerances.

WHO THIS WARRANTY RUNS TO

This warranty is extended to the Forma Living dealer of record who purchased the product, and through them to their customer.

The five-year remake coverage transfers with the property to a new owner. The lifetime coverage against manufacturing defects does not transfer, and ends on sale of the property.

HOW TO MAKE A CLAIM

Claims are submitted by the dealer of record.

- 1 Email sales@forma.living or call (602) 632-3220.
- 2 Provide the original order number and the date of shipment.
- 3 Include photographs where the issue is visible.
- 4 Do not remove or return product until we have issued a return authorization.

WHAT HAPPENS NEXT

We respond within 2 business days. We do not require a fault diagnosis, we do not assign blame, and we do not send an inspector to your customer's home. Approved remakes go straight to production and ship in under a week.

DISCLAIMER AND LIMITATION

EXCEPT AS STATED ABOVE, ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE DISCLAIMED TO THE EXTENT PERMITTED BY LAW. ANY IMPLIED WARRANTY THAT CANNOT BE DISCLAIMED IS LIMITED IN DURATION TO THE WARRANTY PERIOD STATED ABOVE.

FORMA LIVING IS NOT LIABLE FOR INCIDENTAL, CONSEQUENTIAL, SPECIAL OR INDIRECT DAMAGES, INCLUDING LOSS OF USE, LOST PROFITS, OR THE COST OF INSTALLATION OR REMOVAL. OUR TOTAL LIABILITY WILL NOT EXCEED THE PURCHASE PRICE OF THE PRODUCT GIVING RISE TO THE CLAIM.

Some states do not allow the exclusion or limitation of incidental or consequential damages, or limits on how long an implied warranty lasts, so the limitations above may not apply to you. This warranty gives you specific legal rights, and you may have other rights which vary from state to state.

GOVERNING LAW

This warranty is governed by the laws of the State of Arizona, without regard to its conflict of laws rules.

CONTACT

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Phone	(602) 632-3220
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