

WARRANTIES



C & M SHADE CORPORATION LIFETIME LIMITED WARRANTY

C&M Shade Corporation warrants that all products we manufacture will be free from defects in materials and workmanship for as long as the original retail purchaser owns the product, provided that such products were properly installed. Any resale or other transfer of the products and or materials voids this warranty.

The obligation of C&M Shade Corporation is limited, at our discretion, to repair or replacement of the product or components found to be defective and excludes shipping charges and cost of removal and installation. Repairs will be made with like or similar parts. Colors may vary from lot to lot and may not exactly match sample swatch, sample book or previous purchases. Discontinued components or color selections will be replaced with the closest equivalent current product. This shall be your sole remedy under this limited warranty.

To obtain warranty service, contact the dealer from whom you purchased the product.

This warranty does not cover any conditions or damages resulting from accidents, alterations, misuse, abuse, exposure to the elements, excessive heat and humidity, fading or discoloration over time or failure to follow our instructions with respect to measuring, installation, cleaning or maintenance. This warranty also does not cover any condition or damages resulting from removal of the product or reinstallation in the same window or another window or any other application.

This warranty does not apply to conditions caused by normal wear and tear upon the product. All moving parts, such as cords, will eventually wear out and fabric may fray. We consider these things as normal wear and tear.

This warranty is exclusive and in lieu of all other obligations, liabilities or warranties. In no event shall C&M Shade Corporation 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 incidental or consequential damages, so this exclusion or limitation may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

Different warranty periods and terms apply for commercial products and applications.

TERMS OF SALE

GENERAL: Retailer accepts responsibility for orders placed by phone. Please provide C&M with fax number and we will fax you confirmations on your orders. We prefer to have your orders placed either by fax or via email. All invoices are Net 30 Days from date of invoice, shipments may be withheld on accounts with past due balances exceeding 45 days. All prices are subject to change without notice.

CANCELLATIONS: Orders accepted by C&M cannot be canceled after materials are cut. Cutting takes place within two days after receipt of order.

RETURNS: Should you experience a problem with any product, contact Customer Service within 30 days of receipt of product and request an RGA (Return Good Authorization). Depending on the circumstance, a new order will be placed and an RGA number will be assigned for return of the defective merchandise. You will be invoiced for the replacement order and a credit will be issued upon the return and inspection of the merchandise to C&M Shade Corp. We must receive the defective goods back with 30 days of receipt of the replacement order. It is your responsibility to properly package the defective goods being returned for inspection to insure against damage in transit.

CLAIMS: All claims for shortages, concealed damages or credits must be made within two weeks of receipt of merchandise.

NOTE: Please check all orders for accuracy and completeness before installation. While C&M checks all orders, occasionally, errors do occur, however C&M Shade Corporation cannot be responsible for trip charges due to missing or faulty parts or for re-installations.

HANDLING: All orders placed with C&M will be billed a \$4.00 net service fee per unit.

FREIGHT POLICY: Only orders for complete products less than 98" in width or height will be delivered or shipped freight free to commercial establishments. A \$80.00 net charge will be added to truck shipments on blinds/shades exceeding 98" in width/length delivered to commercial addresses. Residential deliveries on these shipments will incur an additional \$50.00 fee. Any freight damage or shortage claims must be made with the delivery carrier. Original cartons should be retained for carrier inspection. All replacements and/or repairs will incur actual freight charges.

All products illustrations, specifications and photographs are based upon current information at the time of publication. Although descriptions are believed correct, complete accuracy cannot be guaranteed. C&M Shade Corp reserves the right to make changes at any time, without notice or obligation, in price specification, equipment, color and material, and to change or discontinue products at will.



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April 2012