



Limited Lifetime Warranty – Roller Shades

Coolaroo® is pleased to offer a limited lifetime warranty on the enclosed product. The limited lifetime warranty covers the purchaser in the case of manufacturing defects (i.e. a flaw in the product design, materials, or workmanship) as stated below.

What is covered:

- Original defects in materials or workmanship provided the product was properly installed and used
- For **one (1) year** from the date of purchase: all hardware including internal mechanisms, components, and brackets
- For **one (1) year** from the date of purchase: fabric for Simple Lift and Spring-Operated products.
- For **three (3) years** from the date of purchase: fabric for Crank, Easy Release, Solar Motorized, Wand Operated and Remote Operated products.
- For **five (5) years** from date of purchase: fabric for custom made roller shades.

What is not covered:

- Normal wear and tear
- Damage caused by abuse, accidents, alterations, misuse; failure to follow instructions for measurement, installation, use, cleaning, or maintenance
- Discoloration caused by long exposure to direct sunlight
- Slight color variation; natural variations in color

Warranty service:

Warranty claims must be accompanied by the original sales receipt. If it is within 90 days of date of purchase, please return product to the original Coolaroo retailer from which it was purchased. After 90 days, please contact Coolaroo customer service directly. This limited lifetime warranty is not transferrable and will not apply to subsequent owners of the house if the original purchaser moves, or if the original purchaser resells the shades to a third party or takes them to another home.

Warranty remedy:

Coolaroo will repair and replace any defective product or apply a pro rata credit for the amount paid by the consumer at Coolaroo's discretion. The pro rata credit would be pro-rated over the product warranty period specified above.

Questions or Comments? Contact us at:

Gale Pacific USA, Inc. | www.coolaroousa.com | 1-800-560-4667