

# WHY LUXOUT SHADES WARRANTY

## LIMITED WARRANTY

LuXout Shades® provides a limited five-year warranty on the product against manufacturing defects (i.e., a flaw in the product, material, or workmanship that causes the product to no longer function) under normal use as long as the original end user owns the product. This shall be the sole remedy under this warranty. The Warranty is extended to the original end user only, is non-transferable, and only applies to custom-made products in the original windows for which the product was ordered and intended.

The Warranty does not include defects that result from abuse, misuse, normal wear and tear, accidents, alterations, exposure to the elements, excessive humidity, or failure to follow use and care instructions. Examples of normal wear and tear include, but are not limited to, fraying of fabric, loss of color intensity, exposure to salt air, damage from insects or pets, normal fading from sunlight. The Warranty does not cover any conditions or damage resulting from removal of the product or re-installation in the same or any other window or application. The Warranty also does not cover products unusable by reason of improper measurements or assembly not in accordance with product installation instructions provided by us. Additionally, shipping costs, costs of removal, re-measuring, and re-installation are not included. If on the rare occasion LuXout Shades product is found to be defective in materials or workmanship, we will, at our determination, repair or replace. If warranty service is required, please contact customer service at (800) 817-1204 or email us at: [Info@LuXoutShades.com](mailto:Info@LuXoutShades.com).

Neither LuXout Shades nor its supply chain is liable or responsible for incidental or consequential damages of for any other indirect damage, loss, costs or expense. The Warranty gives you specific legal rights and you may also have other rights which may vary state to state. No agent, representative, dealer, or unauthorized employee of LuXout Shades has the authority to increase or alter the obligation under this warranty. This warranty supersedes any previous versions and is subject to change without prior notice.

### EXCLUDED ITEMS

**THIS LIMITED WARRANTY DOES NOT COVER DEFECTS CAUSED BY** negligence; improper maintenance; improper storage; improper wiring; accident; misuse; installation not in accordance with LuXout Shades' printed installation instructions; abuse; impact or other force, whether prior or subsequent to installation; operation in a manner contrary to design or use in a manner contrary to or in excess of LuXout Shades' specifications, drawings or instruction; application other than intended use; use with electrical accessories or parts, including switches, relays or other accessory components not previously approved in writing by LuXout Shades, failure to comply with all of LuXout Shades' written instructions and specifications; improper cleaning, maintenance, care or repair; normal wear and tear; fire, lightning, tornadoes or other acts of God; excessive electrical supply; contact with food; abnormal mechanical or environmental conditions; unauthorized disassembly, repair or modification; service by unauthorized provider; installation or unapproved third party products; buyer's remorse. This Warranty also does not apply to any product on which the original identification information has been altered, obliterated or removed, or which has been sold as second-hand.

**IN ADDITION, WITH RESPECT TO LUXOUT SHADES' INTERIOR LINE OF FLEXIBLE PRODUCTS, THIS LIMITED WARRANTY DOES NOT COVER DEFECTS CAUSED BY** use for non-interior applications or exposure to outdoor environmental conditions; contact with liquid, water, rain, extreme humidity or heavy perspiration, sand, dirt or the like or extreme heat.

