

WHY LUXOUT SHADES FREQUENTLY ASKED QUESTIONS

Here you'll find a collection of our most frequently asked questions. If you don't see your questions, please don't hesitate to contact us:

Contact: (800) 817-1204 / info@luxoutshades.com.

How do I get started?



With over 50 years experience in window treatments and stage curtains, we're here to help you every step of the way. Call our service experts with questions on how to get started.

Where can I find help with measuring?



We want measuring to be as easy as possible. Ask for our measuring instructions. If you'd like assistance in finding a professional for measure and install service, call us and we may be able to refer someone we know.

How difficult is the installation process? Will my installer be able to do the installation?



We've taken our nearly 50 years of industry know-how and simplified all aspects of the process. It's simple! If your installer is handy with a drill, there should be no problem. Otherwise, please contact us for help.

Do you supply all the necessary components for installation?



Yes. All components are included as well as step by step instructions. You can call us to walk you through the process. You need only simple tools.

Do you charge sales tax?



As a Trade Customer buying for resale, we require your sales tax id number as a reseller to avoid sales tax on your order.

What product warranty do you offer?



All products carry a limited 5 year warranty. We will repair or replace any product due to factory error so long as the product is not misused and abused. Replacement must be for the same window and size as the original order. See our warranty details.

When will my card be charged for my order?



Because every product is custom made and because we have aggressive lead times, we charge your credit card as soon as you place your order.

When can I check on the status of my order?



You will receive a tracking email as soon as your order is ready to ship from our service department. You can login to your account and check the status of your order or you can contact Customer Service.

Can I return my window treatment if I am unhappy with it?



If you receive something that you don't like, we will do everything possible to rectify the issue. If you simply feel you selected the wrong product or material, we will let you choose something else and give you 50% off the new product. Bottom line, it is our mission to satisfy our customers and we will work with you to accomplish that goal.

How do I clean my window treatment?



Minimal care and cleaning is needed to maintain the beauty of your treatment. Clean with a low suction, hand held vacuum or dust with a soft, clean cloth or feather duster. Never immerse your treatment in liquid of any type. Contact us if you have questions regarding how to clean your treatment. We have included cleaning information for each fabric in your price list.