



## DEALER PROGRAM LIMITED LIFETIME WARRANTY

### ITEMS COVERED BY THE WARRANTY

- The Dealer has five (5) business days from receipt to inspect and report to Lutek any manufacturing related defects. This must be done by removing the shade from the box before installation.
- Damage to boxes by the shipping carrier must be reported on the same day as delivery (email is acceptable).
- Lutek Window Shadings are covered for defects in materials, workmanship, or failure to operate for as long as the original purchaser owns the product (exceptions are noted below), assuming the product was properly installed.
  - All internal mechanisms, components, and brackets
  - Fabric delamination
- For five years from the date of purchase: motorization components and accessories; exterior shades (assuming the shades are fully raised during inclement weather and windy conditions).

### NOT COVERED BY THE WARRANTY

- Normal wear and tear.
- Product failure due to improper installation or operation, alteration, abuse, misuse, damage from pets or insects.
- Failure to follow instructions for installation, use, and cleaning.
- Exposure to the elements (sun damage, wind, water/ moisture) and discoloration or fading over time.
- Any customer supplied fabric (COM).
- External Shades that are not properly raised during inclement weather and high winds.
- Act of God (natural disasters)
- Shipping charges for remakes and/or replacement items when Dealer is responsible for the errors/damage.

### REPAIRS & REPLACEMENTS

- Repairs/Replacements for items listed above will be made with like or similar parts or products.
- Repair/Replacement requested must be submitted in writing to Lutek within 30 days after the installation date. The Lutek Warranty Team will assess the situation, taking all details into account. An educated decision will be made and submitted back to the customer within 24 business hours for approval.
- Repairs/Replacements will follow the same production timelines as new orders.
- A video will be made of all replacements, viewed by the Dealer and signed off on before shipment.
- Shipping charges will be paid by the Dealer, if the Dealer is responsible for the errors/damage. If Lutek is responsible for the error, Lutek will cover shipping costs.

### HOW TO OBTAIN WARRANTY ASSISTANCE

- Contact your original Dealer for warranty assistance.
- If you have any questions or concerns, contact Lutek at (888) 335-4450 or email us at [dealersupport@lutek.com](mailto:dealersupport@lutek.com)
- Warranty claims must be accompanied by the original proof of purchase.
- It is the sole discretion of Lutek Shading Systems whether the product will be repaired or replaced.

