

# HOME DECOR

WHOLESALE FABRICATORS

Made in America

# WARRANTY, REPAIR, PARTS & CARE POLICIES



# HOME DECOR

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## WARRANTY, REPAIR & CARE FEATURES

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- Commercial Warranty
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- Repair Cost Sheet
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# HOME DECOR

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## GENERAL WARRANTY POLICIES

### Warranty

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**HOME DECOR** offers the best warranty in the industry. It is up to you, as our customer, to make sure the consumer has a full explanation on how to properly care for and operate our products. See the following warranty pages for more information for you and your customer.

### Wear and Tear

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All fibers deteriorate from sun exposure. Cords eventually wear out and plastic tends to yellow and crack when left in direct sunlight for extended periods. These are all things we consider normal wear and tear and are described in the following warranty pages. Wear and tear items are not covered under the warranty coverage.

### Warranty Waiver

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There are times when the consumer will insist on ordering a product different from the manufacturer's recommendations, and **HOME DECOR** will try to accommodate such requests when possible. **All blinds that exceeded recommended size limitations will have no warranty coverage.** In such cases, you will be required to sign a warranty waiver stating that they understand the blind will be manufactured outside factory recommendations or used in a manner other than intended and therefore will not be covered under warranty. **This warranty waiver will be noted on your invoice and sent to you via your preferred method of confirmation.** Refer to the forms at the end of this document.

### Guarantee

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If there is a repair or manufacturer issue it will be processed using a **Service Request Form**. You can request the latest version from **HOME DECOR** or find it on our website. Once **YOU HAVE INSPECTED THE PRODUCT AND HAVE DETERMINED THAT IT IS A WARRANTY ISSUE** complete the **Service Request Form**. Fax or email the request form to us at 602-995-7157 or orders@homedecorwf.com.



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## Service Call

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The **HOME DECOR** Service Technician or Customer Service staff will be available to answer questions by phone, fax, or in person. If **HOME DECOR** determines there is a manufacturing defect, there is no charge for a service call for the **first 30 days**.

If it is past 30 days, it is your responsibility to bring us the blinds or shades in order to determine if **HOME DECOR** is able to provide service. Any costs associated with repair, parts or replacement will be charged to you.

If **HOME DECOR** determines that the problem requires a technician to be sent out (i.e., improper installation or customer error), or past 30 days since installation, you will be charged a **trip charge, MINIMUM of \$125, plus the cost of repair and parts. We require you to inspect the product first.** The Service Technician is available to be sent out in the Phoenix Metro Area only.

## Repairs

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**HOME DECOR** understands that issues occur that are not related to warranty. Therefore, if **HOME DECOR** sends a technician to provide service for non-warranty issues, you will incur a **trip charge, minimum of \$125, in addition to repair and supply costs.** The pricing for the most common repair requests are in the Repair Costs section on page PW-18. The Service Technician is available to be sent out in the Phoenix Metro Area only.

## Light Control

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Inside mount, horizontal blinds, roller shades, roman shades, and cellular shades in the fully closed position will let light in on the sides (light bleed). Inside mount vertical blinds in the fully-closed position will also have light bleed on the sides and on the bottom. Outside mount blinds will have light bleed around the blinds.

Slatted blinds or shutters will have light bleed between the slats and/or through the route holes. In addition, due to the nature of horizontal slatted blinds, the slats will close tighter at the top than the bottom. This will be most noticeable in longer blinds and heavier Engineered Wood Blinds.

Blinds ordered as multiple blinds on a single headrail will have a 1/4" gap between the blinds.

## Deflection

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Slight Deflection may occur in Vertical Vanes when exposed to direct sunlight. This is a normal reaction of an extruded plastic subject to UV ray variances. Once direct sunlight recedes, vanes will return to original specifications. Vertical Vanes are not guaranteed against warping when installed in a window subject to intense, direct sunlight.



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## Dye Lot Variations

Dye lots may differ from one run to another. Therefore, if color consistency is critical, please note on your order form that the blinds will be in the same room. This will ensure that all blinds manufactured for those windows will be assembled from materials that are within the same dye lot batch.

Because our wood blinds and shutters made from real wood, there will be variations in color, stain, and grain. These are characteristics of real wood and are considered acceptable quality.

Additionally, certain stains will absorb very differently with wood. Red stains like Cherrywood and Mahogany tend to be inconsistent. This is an inherent feature of the interaction between the stain and the wood and is not seen as a defect and not covered under the warranty.

## What the Warranty Does Not Cover

This warranty does not cover conditions or damages caused by abuse, accidents, alterations, misuse or from measurement, installation, use, cleaning or maintenance. **Normal wear and tear including (but not limited to) the items below.**

- Extended periods in sunlight, plastics tend to yellow or crack and all fabrics, man-made and natural can lose original intensity after extended exposure to the sun.
- It is naturally expected to have some loss of color intensity as well as discoloration may occur in engineered or basswood slats when exposed to sunlight over extended periods of time.
- Colors may vary from lot to lot and may not exactly match previous purchases.
- All cords, fibers and fabrics may eventually wear out. **HOME DECOR** considers these items natural occurrences and normal wear and tear components and they are not covered by this warranty.

**THIS WARRANTY IS EXCLUSIVE AND IN LIEU OF ALL OTHER WRITTEN OR ORAL WARRANTIES OR OBLIGATIONS AND LIABILITIES.**



# HOME DECOR

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## RESIDENTIAL LIMITED LIFETIME WARRANTY FOR BASSWOOD AND ENGINEERED WOOD

**HOME DECOR** warrants its products to be free from defects in materials and workmanship for as long as the original purchaser owns the product. This warranty is extended to the original residential homeowner only.

With **HOME DECOR's** Limited Lifetime Warranty, we offer a 30-day, in-home service at no charge. After the 30-days are over, it is your responsibility to provide us with the blind(s) for service. See Warranty Policy—Service Call on page PW-4

This warranty does not include any conditions or damages resulting from:

Cordless Module comes with a 3-year warranty.

- Abuse
  - Accidents
  - Alterations
  - Damage from pets or insects
  - Misapplications
  - Misuse
  - Improper installation, cleaning or handling
  - Discoloration and cracking due to extended to exposure to sunlight
  - Exposure to salt air
  - Extraordinary use
  - Moisture
  - Unsanctioned Motorized applications
  - Normal Wear and Tear
- Rental Application or Commercial use are not covered under Warranty.
  - **Should the Product be motorized: If the antenna is removed from the motor, the motor warranty is void.**

This warranty does not cover any condition or damage resulting from packing or transportation to **HOME DECOR**, installer error and/or removal of product by anyone not qualified to install blinds. This warranty is exclusive and in lieu of all other written or oral warranties, obligations, and liabilities.

**HOME DECOR** will, at its discretion replace or repair any or all defects caused during the manufacturing process. If original parts are not available, **HOME DECOR** may use available like or similar parts at their discretion.

Natural wood products have variation in color, grain and texture. These are inherent features of this natural product and are not considered defects.

With the passage of time products will experience a loss of color intensity, yellowing or cracking of plastic parts, foam, or wood products which occur naturally over an extended period of time.

Any shipping costs that result from the process of repair, for example, the shipping or delivery of the blind to us will not be covered by **HOME DECOR**.

**PLEASE NOTE: ALL MANUFACTURING DEFECTS MUST BE REPORTED WITHIN 30 DAYS OF RECEIPT OF THE PRODUCT TO BE COVERED UNDER WARRANTY.**



# HOME DECOR

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## RESIDENTIAL LIMITED LIFETIME WARRANTY FOR PVC VERTICALS

**HOME DECOR** warrants its products to be free from defects in materials and workmanship for as long as the original purchaser owns the product. This warranty is extended to the original residential homeowner only.

With **HOME DECOR's** Limited Lifetime Warranty, we offer a 30-day, in-home service at no charge. After the 30-days are over, it is your responsibility to provide us with the blind(s) for service. See Warranty Policy—Service Call on page PW-4

This warranty does not include any conditions or damages resulting from:

- Abuse
- Accidents
- Alterations
- Damage from pets or insects
- Discoloration and cracking due to extended to exposure to sunlight
- Exposure to salt air
- Extraordinary use
- Rental Application or Commercial use are not covered under Warranty.
- Improper installation, cleaning or handling
- Misapplications
- Misuse
- Moisture
- Unsanctioned Motorized applications
- Normal Wear and Tear

This warranty does not cover any condition or damage resulting from packing or transportation to **HOME DECOR**, installer error and/or removal of product by anyone not qualified to install blinds. This warranty is exclusive and in lieu of all other written or oral warranties, obligations, and liabilities.

Vertical headrail and mechanisms are covered with a limited lifetime warranty, while the cords and carriers are deemed wearable components. **Vertical Vanes carry a 30-day warranty against manufacturer's defects or breakage.** Vane Savers are available for vane repairs (see parts list for cost.)

**HOME DECOR** will, at its discretion replace or repair any or all defects caused during the manufacturing process. Replacement parts will be available with like or similar parts.

With the passage of time products will experience a loss of color intensity, yellowing or cracking of plastic parts, foam, or wood products which occur naturally over an extended period of time.

Any shipping costs that result from the process of repair, for example, the shipping or delivery of the blind to us will not be covered by **HOME DECOR**.

**PLEASE NOTE: ALL MANUFACTURING DEFECTS MUST BE REPORTED WITHIN 30 DAYS OF RECEIPT OF THE PRODUCT TO BE COVERED UNDER WARRANTY.**





# HOME DECOR

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## RESIDENTIAL LIMITED LIFETIME WARRANTY FOR CELLULAR SHADES AND ALUMINUM BLINDS

**HOME DECOR** warrants its products to be free from defects in materials and workmanship for as long as the original purchaser owns the product. This warranty is extended to the original residential homeowner only. **Vertical Cellular Slider will only be covered for a period of 3 years.**

With **HOME DECOR's** Limited Lifetime Warranty, we offer a 30-day, in-home service at no charge. After the 30-days are over, it is your responsibility to provide us with the blind(s) for service. See Warranty Policy—Service Call on page PW-4

This warranty does not include any conditions or damages resulting from:

- Abuse
- Accidents
- Alterations
- Damage from pets or insects
- Discoloration and cracking due to extended to exposure to sunlight
- Exposure to salt air
- Extraordinary use
- Rental Application or Commercial use are not covered under Warranty.
- **Should the Product be motorized: If the antenna is removed from the motor, the motor warranty is void.**
- Improper installation, cleaning or handling
- Misapplications
- Misuse
- Moisture
- Unsanctioned Motorized applications
- Normal Wear and Tear

SOMFY provides a 5-year warranty on motors and controls to be free from defects in material & workmanship under normal and proper use. SIMPLE TOUCH provides a 3-year warrant on motors and controls to be free from defects in material & workmanship under normal and proper use.

This warranty does not cover any condition or damage resulting from packing or transportation to **HOME DECOR**, installer error and/or removal of product by anyone not qualified to install blinds. This warranty is exclusive and in lieu of all other written or oral warranties, obligations, and liabilities.

**HOME DECOR** will, at its discretion replace or repair any or all defects caused during the manufacturing process. Replacement parts will be available with like or similar parts.

With the passage of time products will experience a loss of color intensity, yellowing or cracking of plastic parts, foam, or wood products which occur naturally over an extended period of time.

Any shipping costs that result from the process of repair, for example, the shipping or delivery of the blind to us will not be covered by **HOME DECOR**.

**PLEASE NOTE: ALL MANUFACTURING DEFECTS MUST BE REPORTED WITHIN 30 DAYS OF RECEIPT OF THE PRODUCT TO BE COVERED UNDER WARRANTY.**





# HOME DECOR

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## RESIDENTIAL LIMITED LIFETIME WARRANTY FOR ROLLER SHADE, ROMAN SHADE, ZEBRA SHADE AND PANEL TRACK SYSTEMS

**HOME DECOR** warrants its products to be free from defects in materials and workmanship for as long as the original purchaser owns the product. This warranty is extended to the original residential homeowner only.

With **HOME DECOR's** Limited Lifetime Warranty, we offer a 30-day, in-home service at no charge. After the 30-days are over, it is your responsibility to provide us with the blind(s) for service. See Warranty Policy—Service Call on page PW-4.

This warranty does not include any conditions or damages resulting from:

- Abuse, accidents, or alterations
- **Shade's length is 3 times the width**
- **Edge of fabrics fraying**
- Customer's Own Materials used on laminated products
- Discoloration and cracking due to extended to exposure to sunlight
- Damage from pets or insects
- Moisture or exposure to salt air
- Extraordinary use
- Improper installation, cleaning or handling
- Misapplications or misuse
- Unsanctioned Motorized applications
- Normal Wear and Tear
- Rental Application or Commercial use are not covered under Warranty.
- **Should the Product be motorized: If the antenna is removed from the motor, the motor warranty is void.**

SOMFY provides a 5-year warranty on motors and controls to be free from defects in material & workmanship under normal and proper use. WAND MOTOR provides a 3-year warrant on motors and controls to be free from defects in material & workmanship under normal and proper use.

Some fabrics cannot be railroaded or seamed. Edge curl is possible on fabrics when railroaded—this is **NOT** considered a factory defect. Edge curl tends to happen on COM laminated fabrics more often.

This warranty does not cover any condition or damage resulting from packing or transportation to **HOME DECOR**, installer error and/or removal of product by anyone not qualified to install blinds. This warranty is exclusive and in lieu of all other written or oral warranties, obligations, and liabilities.

**HOME DECOR** will, at its discretion replace or repair any or all defects caused during the manufacturing process. Replacement parts will be available with like or similar parts.

With the passage of time products will experience a loss of color intensity, yellowing or cracking of plastic parts which occur naturally over an extended period of time.

Any shipping costs that result from the process of repair, for example, the shipping or delivery of the blind to us will not be covered by **HOME DECOR**.

**PLEASE NOTE: ALL MANUFACTURING DEFECTS MUST BE REPORTED  
WITHIN 30 DAYS OF RECEIPT OF THE PRODUCT TO BE COVERED UNDER  
WARRANTY.**



# HOME DECOR

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## RESIDENTIAL LIMITED LIFETIME WARRANTY FOR EXTERIOR SHADES

**HOME DECOR** warrants its products to be free from defects in materials and workmanship for as long as the original purchaser owns the product. This warranty is extended to the original residential homeowner only.

With **HOME DECOR's** Limited Lifetime Warranty, we offer a 30-day, in-home service at no charge. After the 30-days are over, it is your responsibility to provide us with the blind(s) for service. See Warranty Policy—Service Call on page PW-4.

This warranty does not include any conditions or damages resulting from:

- Abuse, accidents, or alterations
- Shade's length is 3 times the width
- Edge of fabrics fraying
- Customer's Own Materials used on laminated products
- Discoloration and cracking of shade or components due to extended exposure to sunlight
- Damage from pets or insects
- Damage to and from shades as a result of shades being left down in winds the product was not designed for.
- Moisture, exposure or rusting of components of shade if adjacent to a chlorinated pool or exposure to salt air.
- Extraordinary use
- Improper installation, cleaning or handling
- Misapplications or misuse
- Unsanctioned Motorized applications
- Normal Wear and Tear
- Rental Application or Commercial use are not covered under Warranty.
- **Should the Product be motorized: If the antenna is removed from the motor, the motor warranty is void.**

SOMFY provides a 5-year warranty on motors and controls to be free from defects in material & workmanship under normal and proper use.

Some fabrics cannot be railroaded or seamed. Edge curl is possible on fabrics when railroaded—this is **NOT** considered a factory defect.

This warranty does not cover any condition or damage resulting from packing or transportation to **HOME DECOR**, installer error and/or removal of product by anyone not qualified to install blinds. This warranty is exclusive and in lieu of all other written or oral warranties, obligations, and liabilities.

**HOME DECOR** will, at its discretion replace or repair any or all defects caused during the manufacturing process. Replacement parts will be available with like or similar parts.

With the passage of time products will experience a loss of color intensity, yellowing or cracking of plastic parts which occur naturally over an extended period of time.

Any shipping costs that result from the process of repair, for example, the shipping or delivery of the blind to us will not be covered by **HOME DECOR**.

**PLEASE NOTE: ALL MANUFACTURING DEFECTS MUST BE REPORTED WITHIN 30 DAYS OF RECEIPT OF THE PRODUCT TO BE COVERED UNDER WARRANTY.**



# HOME DECOR

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## RESIDENTIAL LIMITED LIFETIME WARRANTY FOR FULL TURN-KEY SHUTTER PROGRAM

**HOME DECOR** warrants its products to be free from defects in materials and workmanship for as long as the original purchaser owns the product. This warranty is extended to the original residential homeowner only.

With **HOME DECOR's** Limited Lifetime Warranty, we offer a 90-day, in-home service at no charge. After the 90-days are over, a service charge will apply. See Warranty Policy—Service Call on page PW-4

This warranty does not include any conditions or damages resulting from:

- Abuse, accidents or alterations
- Damage from pets or insects
- Discoloration and cracking due to extended exposure to sunlight
- Moisture or exposure to salt air
- Extraordinary use
- Improper installation, cleaning or handling
- Misapplications
- Misuse
- Unsanctioned Motorized applications
- Normal wear and tear
- Tilt rod staples or hidden tilt nails detached from louver
- Louver Pins
- Rental or Hospitality Applications are NOT covered under Warranty.

This warranty does not cover any condition or damage resulting from packing or transportation to **HOME DECOR**, installer error and/or removal of product by anyone not qualified to install blinds.

This warranty is exclusive and in lieu of all other written or oral warranties, obligations, and liabilities. This warranty applies to shutters purchased from the Full Turn-Key shutter program **ONLY**.

At our discretion, **HOME DECOR** will replace or repair any or all defects caused during the manufacturing process. **A repair may include removal of the treatment from the opening and the premises.** **HOME DECOR** may need to exercise this option if necessary. Replacement parts will be available with like or similar parts.

Natural wood products have variation in color, grain and texture. These are inherent features of this natural product and are not considered defects. **Rustic shutters will vary in finish and may have light seepage through knot holes.** This is **NOT** considered a defect.

Shutters will have a fresh paint or stain smell up to 30 days after installation. This is **NOT** considered a warranty item, and will dissipate over time.

Any shipping costs that result from the process of repair, for example, the shipping or delivery of the blind to us will not be covered by **HOME DECOR**.

**PLEASE NOTE: ALL MANUFACTURING DEFECTS MUST BE REPORTED WITHIN 30 DAYS OF RECEIPT OF THE PRODUCT TO BE COVERED UNDER WARRANTY.**



# HOME DECOR

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## COMMERCIAL LIMITED WARRANTY FOR BASSWOOD AND ENGINEERED WOOD

**HOME DECOR** warrants its products to be free from defects in materials and workmanship for a period of (1) one year. This warranty is extended to the original purchasing company.

This warranty does not include any conditions or damages resulting from:

- Abuse
- Accidents
- Alterations
- Damage from pets or insects
- Discoloration and cracking due to extended to exposure to sunlight
- Exposure to salt air
- Extraordinary use
- Rental Application is not covered under Warranty.
- **Should the Product be motorized: If the antenna is removed from the motor, the motor warranty is void.**
- Improper installation, cleaning or handling
- Misapplications
- Misuse
- Moisture
- Unsanctioned Motorized applications
- Normal Wear and Tear

This warranty does not cover any condition or damage resulting from packing or transportation to **HOME DECOR**, installer error and/or removal of product by anyone not qualified to install blinds. This warranty is exclusive and in lieu of all other written or oral warranties, obligations, and liabilities.

**HOME DECOR** will, at its discretion replace or repair any or all defects caused during the manufacturing process. Replacement parts will be available with like or similar parts.

This warranty applies to the basswood horizontal and engineered wood horizontal product lines offered by **HOME DECOR**.

Natural wood products have variation in color, grain and texture. These are inherent features of this natural product and are not considered defects.

With the passage of time products will experience a loss of color intensity, yellowing or cracking of plastic parts, foam, or wood products which occur naturally over an extended period of time.

It is the customer's responsibility to bring us the product(s) identified for warranty repair. If customer requires **HOME DECOR** to pick up warranty repair product(s), there will be a trip charge assessed.

Any shipping costs that result from the process of repair, for example, the shipping or delivery of the blind to us will not be covered by **HOME DECOR**.

**PLEASE NOTE: ALL MANUFACTURING DEFECTS MUST BE REPORTED WITHIN 30 DAYS OF RECEIPT OF THE PRODUCT TO BE COVERED UNDER WARRANTY.**



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## COMMERCIAL LIMITED WARRANTY FOR PVC VERTICALS

**HOME DECOR** warrants its products to be free from defects in materials and workmanship for a period of (1) one year. This warranty is extended the original purchasing company.

This warranty does not include any conditions or damages resulting from:

- Abuse
- Accidents
- Alterations
- Damage from pets or insects
- Discoloration and cracking due to extended to exposure to sunlight
- Exposure to salt air
- Extraordinary use
- Rental Application is not covered under Warranty.
- Improper installation, cleaning or handling
- Misapplications
- Misuse
- Moisture
- Unsanctioned Motorized applications
- Normal Wear and Tear

This warranty does not cover any condition or damage resulting from packing or transportation to **HOME DECOR**, installer error and/or removal of product by anyone not qualified to install blinds.

This warranty is exclusive and in lieu of all other written or oral warranties, obligations, and liabilities.

Vertical headrail and mechanisms are covered with a limited lifetime warranty, while the cords and carriers are deemed wearable components. **Vertical Vanes carry a 30-day warranty against manufacturer's defects or breakage.** Vane Savers are available for vane repairs (see parts list for cost.)

**HOME DECOR** will, at its discretion replace or repair any or all defects caused during the manufacturing process. Replacement parts will be available with like or similar parts.

With the passage of time products will experience a loss of color intensity, yellowing or cracking of plastic parts, foam, or wood products which occur naturally over an extended period of time.

It is the customer's responsibility to bring us the product(s) identified for warranty repair. If customer requires **HOME DECOR** to pick up warranty repair product(s), there will be a trip charge assessed.

Any shipping costs that result from the process of repair, for example, the shipping or delivery of the blind to us will not be covered by **HOME DECOR**.

**PLEASE NOTE: ALL MANUFACTURING DEFECTS MUST BE REPORTED WITHIN 30 DAYS OF RECEIPT OF THE PRODUCT TO BE COVERED UNDER WARRANTY.**



# HOME DECOR

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## COMMERCIAL LIMITED WARRANTY FOR CELLULAR SHADES AND ALUMINUM BLINDS

**HOME DECOR** warrants its products to be free from defects in materials and workmanship for a period of (1) one year. **Vertical Cellular Sliders will be covered for a period of 90 Days.** This warranty is extended to the original purchasing company.

This warranty does not include any conditions or damages resulting from:

- Abuse
- Accidents
- Alterations
- Damage from pets or insects
- Discoloration and cracking due to extended to exposure to sunlight
- Exposure to salt air
- Extraordinary use
- Rental Application is not covered under Warranty.
- **Should the Product be motorized: If the antenna is removed from the motor, the motor warranty is void.**
- Improper installation, cleaning or handling
- Misapplications
- Misuse
- Moisture
- Unsanctioned Motorized applications
- Normal Wear and Tear

SOMFY provides a 5-year warranty on motors and controls to be free from defects in material & workmanship under normal and proper use. SIMPLE TOUCH provides a 3-year warrant on motors and controls to be free from defects in material & workmanship under normal and proper use.

This warranty does not cover any condition or damage resulting from packing or transportation to **HOME DECOR**, installer error and/or removal of product by anyone not qualified to install blinds. This warranty is exclusive and in lieu of all other written or oral warranties, obligations, and liabilities.

**HOME DECOR** will, at its discretion replace or repair any or all defects caused during the manufacturing process. Replacement parts will be available with like or similar parts.

This warranty applies to the cellular shade and aluminum blind product lines offered by **HOME DECOR**. This coverage includes the cellular fabric and cord locks of aluminum and cellular shades.

With the passage of time products will experience a loss of color intensity, yellowing or cracking of plastic parts, foam, or wood products which occur naturally over an extended period of time.

It is the customer's responsibility to bring us the product(s) identified for warranty repair. If customer requires **HOME DECOR** to pick up warranty repair product(s), there will be a trip charge assessed.

Any shipping costs that result from the process of repair, for example, the shipping or delivery of the blind to us will not be covered by **HOME DECOR**.

**PLEASE NOTE: ALL MANUFACTURING DEFECTS MUST BE REPORTED WITHIN 30 DAYS OF RECEIPT OF THE PRODUCT TO BE COVERED UNDER WARRANTY.**





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## COMMERCIAL LIMITED WARRANTY FOR ROLLER SHADE, ROMAN SHADE, ZEBRA SHADE AND PANEL TRACK SYSTEMS

**HOME DECOR** warrants its products to be free from defects in materials and workmanship for a period of (1) one year. This warranty is extended to the original purchasing company.

This warranty does not include any conditions or damages resulting from:

- Abuse, accidents, or alterations
- **Shade's length is 3 times the width**
- **Edge of fabric fraying**
- Customer's Own Materials used on laminated products
- Discoloration and cracking due to extended to exposure to sunlight
- Damage from pets or insects
- Moisture or exposure to salt air
- Extraordinary use
- Improper installation, cleaning or handling
- Misapplications or misuse
- Unsanctioned Motorized applications
- Normal Wear and Tear
- Rental Applications or Commercial use are not covered under Warranty.
- **Should the Product be motorized: If the antenna is removed from the motor, the motor warranty is void.**

SOMFY provide a 5-year warranty on motors and controls to be free from defects in material & workmanship under normal and proper use. WAND MOTOR provides a 3-year warranty on motors and controls to be free from defects in material & workmanship under normal and proper use.

Edge curl is possible on fabrics when railroaded—this is **NOT** considered a factory defect. Edge curl tends to happen on COM laminated fabrics more often.

This warranty does not cover any condition or damage resulting from packing or transportation to **HOME DECOR**, installer error and/or removal of product by anyone not qualified to install blinds. This warranty is exclusive and in lieu of all other written or oral warranties, obligations, and liabilities.

**HOME DECOR** will, at its discretion replace or repair any or all defects caused during the manufacturing process. Replacement parts will be available with like or similar parts.

This warranty applies to the roller shade, roman shade, zebra shade and panel track product lines offered by **HOME DECOR**.

With the passage of time products will experience a loss of color intensity, yellowing or cracking of plastic parts which occur naturally over an extended period of time.

It is the customer's responsibility to bring us the product(s) identified for warranty repair. If customer requires **HOME DECOR** to pick up warranty repair product(s), there will be a trip charge assessed.

Any shipping costs that result from the process of repair, for example, the shipping or delivery of the blind to us will not be covered by **HOME DECOR**.

**PLEASE NOTE: ALL MANUFACTURING DEFECTS MUST BE REPORTED  
WITHIN 30 DAYS OF RECEIPT OF THE PRODUCT TO BE COVERED UNDER  
WARRANTY.**





# HOME DECOR

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## COMMERCIAL LIMITED LIFETIME WARRANTY FOR EXTERIOR SHADES

**HOME DECOR** warrants its products to be free from defects in materials and workmanship for a period of (1) one year This warranty is extended to the original purchasing company.

With **HOME DECOR's** Limited Lifetime Warranty, we offer a 30-day, in-home service at no charge. After the 30-days are over, it is your responsibility to provide us with the blind(s) for service. See Warranty Policy—Service Call on page PW-4.

This warranty does not include any conditions or damages resulting from:

- Abuse, accidents, or alterations
- Shade's length is 3 times the width
- Edge of fabrics fraying
- Customer's Own Materials used on laminated products
- Discoloration and cracking of shade or components due to extended to exposure to sunlight
- Damage from pets or insects
- Damage to and from shades as a result of shades being left down in winds the product was not designed for.
- Moisture, exposure or rusting of components of shade if adjacent to a chlorinated pool or exposure to salt air.
- Extraordinary use
- Improper installation, cleaning or handling
- Misapplications or misuse
- Unsanctioned Motorized applications
- Normal Wear and Tear
- Rental Application or Commercial use are not covered under Warranty.
- **Should the Product be motorized: If the antenna is removed from the motor, the motor warranty is void.**

SOMFY provides a 5-year warranty on motors and controls to be free from defects in material & workmanship under normal and proper use.

Some fabrics cannot be railroaded or seamed. Edge curl is possible on fabrics when railroaded—this is **NOT** considered a factory defect.

This warranty does not cover any condition or damage resulting from packing or transportation to **HOME DECOR**, installer error and/or removal of product by anyone not qualified to install blinds. This warranty is exclusive and in lieu of all other written or oral warranties, obligations, and liabilities.

**HOME DECOR** will, at its discretion replace or repair any or all defects caused during the manufacturing process. Replacement parts will be available with like or similar parts.

With the passage of time products will experience a loss of color intensity, yellowing or cracking of plastic parts which occur naturally over an extended period of time.

Any shipping costs that result from the process of repair, for example, the shipping or delivery of the blind to us will not be covered by **HOME DECOR**.

**PLEASE NOTE: ALL MANUFACTURING DEFECTS MUST BE REPORTED WITHIN 30 DAYS OF RECEIPT OF THE PRODUCT TO BE COVERED UNDER WARRANTY.**



# HOME DECOR

WHOLESALE FABRICATORS

Made in America

## COMMERCIAL LIMITED WARRANTY FOR FULL TURN-KEY SHUTTER PROGRAM

**HOME DECOR** warrants its products to be free from defects in materials and workmanship for a 90 -day period to the original purchaser.

This warranty does not include any conditions or damages resulting from:

- Abuse
- Accidents
- Alterations
- Damage from pets or insects
- Discoloration and cracking due to extended exposure to sunlight
- Exposure to salt air
- Extraordinary use
- Improper installation, cleaning or handling
- Misapplications
- Misuse
- Moisture
- Unsanctioned Motorized applications
- Normal wear and tear
- Tilt rod staples or hidden tilt nails detached from louver
- Rental or hospitality application uses are not covered under Warranty.

This warranty does not cover any condition or damage resulting from packing or transportation to **HOME DECOR**, installer error and/or removal of product by anyone not qualified to install blinds. This warranty is exclusive and in lieu of all other written or oral warranties, obligations, and liabilities.

At our discretion, **HOME DECOR** will replace or repair any or all defects caused during the manufacturing process. **A repair may include removal of the treatment from the opening and the premises.** **HOME DECOR** may need to exercise this option if necessary. Replacement parts will be available with like or similar parts.

This warranty applies to shutters purchased from the Full Turn-Key shutter program only.

Natural wood products have variation in color, grain and texture. These are inherent features of this natural product and are not considered defects. **Rustic shutters will vary in finish and may have light seepage through knot holes.** This is **NOT** considered a defect.

Shutters will have a fresh paint or stain smell up to 30 days after installation. This is **NOT** considered a warranty item, and will dissipate over time.

It is the customer's responsibility to bring us the product(s) identified for warranty repair. If customer requires **HOME DECOR** to pick up warranty repair product(s), there will be a trip charge assessed.

Any shipping costs that result from the process of repair, for example, the shipping or delivery of the blind to us will not be covered by **HOME DECOR**.

**PLEASE NOTE: ALL MANUFACTURING DEFECTS MUST BE REPORTED WITHIN 30 DAYS OF RECEIPT OF THE PRODUCT TO BE COVERED UNDER WARRANTY.**



# HOME DECOR

WHOLESALE FABRICATORS

Made in America

## REPAIR COSTS (ALL PRICES RETAIL)

The following costs are the **MINIMUM** repair fees for **HOME DECOR** products only. The cost of repair for any blind that is not a **HOME DECOR** product may be an additional 25% plus parts. These fees do not include the cost of parts, pick-up or delivery which will be added into any total repair cost.

<b>HORIZONTALS</b>	<b>MINIMUM REPAIRS \$200.00 PLUS PARTS</b>
Cut Down One Side	\$200.00
Cut Down Both Sides	\$300.00
Cut Outs (Per Side)	\$100.00
Re-String or Re-Ladder	\$240.00
Re-Sting AND Re-Ladder	\$300.00
Change or Add Returns (Both Sides) to Valance	\$80.00
<b>VERTICALS</b>	<b>MINIMUM REPAIRS \$200.00 PLUS PARTS</b>
Replace or Repair Carriers	\$200.00
Vane Cut Down (Per Blind)	\$60.00
Vertical Valance Repair	\$200.00
Restring	\$200.00
Replace or Repair Control Mechanism	\$200.00
Change or Add Returns (Both Sides) to Valance	\$80.00
<b>ALUMINUM MINI BLINDS</b>	<b>MINIMUM REPAIRS \$240.00 PLUS PARTS</b>
Re-String or Re-Ladder	\$240.00
Re-String AND Re-Ladder	\$300.00
Slat Replacement	\$200.00
Replace or Repair Control Mechanism	\$200.00
<b>CELLULAR SHADES</b>	<b>MINIMUM REPAIRS \$220.00 PLUS PARTS</b>
Cut Down One Side	\$220.00
Cut Down Both Sides	\$300.00
Replace or Repair Control Mechanism	\$260.00
Re-String	\$260.00
<b>OTHER SHADES</b>	
Starting Minimum Repair Fee	\$300.00



# HOME DECOR

WHOLESALE FABRICATORS

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## HORIZONTAL COMPONENTS

PART	RETAIL
2" Basswood Slat	\$3.60 /ft
2" Engineered Wood Slat	\$3.00 /ft
2.5" Basswood Slat	\$4.40 /ft
2.5" Engineered Wood Slat	\$3.80 /ft
3 1/4" Crown Horizontal Valance (Stand Alone)	\$15.00 /ft
3 1/2" Flat Valance (Stand Alone – White Colors Only)	\$18.00 /ft
5" Basswood Valance (Stand Alone)	\$38.00 /ft
Barrels (Metal)	\$4.00 ea
Bottom Rail (Engineered/Bass)	\$11.00 /ft
Brass Grommets	\$4.00 /pr
Bottom Rail Buttons	\$4.00 /pr
Center Support	\$3.00 ea
Cord	\$1.00 /ft
Cord Lock	\$16.00 ea
Cord Tilter (With String)	\$36.00 ea
Cord Tilter Only	\$24.00 ea
Headrail End Cap	\$4.00 /pr
Headrail Only – Loaded With all Components	\$28.00 /ft
Hold Down Brackets (With Hardware)	\$10.00 /pr
Ladders	\$3.00 /ft
Mounting Brackets (With Hardware)	\$24.00 /pr
Spacers	\$4.00 /pr
Tassels	\$4.00 ea
Valance Clips	\$4.00 /pr
Wand – Any Length	\$28.00 ea
Wand Tilters	\$16.00 ea



# HOME DECOR

WHOLESALE FABRICATORS

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## VERTICAL COMPONENTS

PART	RETAIL
Vertical Vanes	See Vertical Grid Pricing
1" Spacers	\$2.00 ea
1/4" Spacers	\$2.00 ea
3 1/4" Crown Vertical Valance (Stand Alone)	\$15.00 /ft
3 1/2" Flat Valance (Stand Alone – White Colors Only)	\$18.00 /ft
5" Basswood Valance (Stand Alone)	\$38.00 /ft
C Clips	\$3.00 ea
Carrier	\$4.00 ea
Chain (Chrome Metal)	\$4.00 /ft
Cord	\$4.00 /ft
Cord Weights	\$16.00 ea
End Control (Cord/Chain)	\$28.00 ea
Groover Inserts	\$3.00 /ft
Headrail End Cap	\$4.00 ea
Headrail, Loaded with Brackets	\$30.00 /ft
Vertical Headrail Mounting Brackets	\$20.00 ea
Returns Added by Factory	\$52.00 /pr
Special Order Material	25% Upcharge
Standard Valance with Insert	\$16.00 /ft
Star Washers	\$2.00 ea
Tail Clips	\$2.00 ea
Valance Clips	\$1.60 ea
Valance Returns (square) 1 pair	\$20.00 pr
Vane Savers	\$12.00 ea
Wand	\$24.00 ea
Wand Tilter	\$28.00 ea



# HOME DECOR

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## ROLLER SHADE REPAIR & COMPONENTS

(ALL PRICES RETAIL)

<b>ROLLER/ROMAN/ZEBRA/PANEL TRACK SHADES</b>	
MINIMUM REPAIRS <b>\$75.00</b> PLUS PARTS - OPEN ROLL & HD PRODUCTS ONLY	
MINIMUM REPAIRS <b>\$75.00</b> PLUS PARTS - + <b>\$25.00</b> NON HD PRODUCTS	
Cut Down	\$250.00
Replace Control Mechanism Plus Parts	\$250.00
Replace Chain Plus Parts	\$250.00
Cut Down Fascia	\$16.50
Re-Notch Fascia	\$10.00
Cut Down Cassette	\$50.00
Remake & Attach Cassette Insert	\$67.00
Re-Set Spring Assist	\$33.00
Program Motor	\$83.00

<b>EXTERIOR COMPONENTS</b>	
78mm Tube (24 ft)	\$75.00 /ft
Stainless Steel Bottom Bar	\$100.00 /ft
Bottom Bar Cable Eyelets	\$80.00 ea
Cradle Idler	\$160.00
Heavy Duty Brackets	\$300.00 ea
5.1 gear hand Crank Clutch	\$700.00
Hand Crank Brace (48", 60", 72", 84", 96")	\$180.00
1/8" Guide Cable	\$10.00 /ft
Cable Anchors	\$10.00 ea
Turnbuckles	\$40.00 ea



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Various Accessories	
Bead Chain: #10 Chrome Plated	\$3.00 /ft
Bead Chain: #10 Stainless/Gun Metal, White, Black	\$6.00 /ft
Stop Balls: Metal Only	\$2.00 ea
P-Clips-Child Safe: Clear only	\$10.00 ea
Hold Down Brackets: Metal Only	\$10.00 ea
Aluminum Bottom Bar	\$20.00 /ft
End Caps	\$2.00 ea
Spring Assist (R24 – 45”) w/Clutch	\$334.00
Spring Assist Spring Oly	\$334.00
1/2” Double Sided Tape	\$334.00 /roll

Motor Brackets	
Motor End Bracket	\$80.00
Idle End Bracket	\$160.00
Intermediate Bracket (12mm)	\$200.00
Retractable Idle End (12mm)	\$200.00
Indexable Coupler (12mm)	\$360.00

Roller Tube (16 ft)	
1-1/2” or 1-3/4”	\$30.00 /ft
2” or 2-1/2”	\$50.00 /ft
2” Motor	\$52.50 /ft
3-1/4” or 78mm	\$75.00 /ft

Clutches	16 LB CLUTCH	24 LB CLUTCH
Clutch (Black or White)	\$80.00	\$100
Idler End (Black or White)	\$20.00	\$20.00
Brackets (Black or White)	\$20.00	\$100

Top Treatment	3”	4”	4” Dual	7” Dual
Aluminum Fascia (16 ft)	\$28.00 /ft	\$36.00 /ft	\$36.00 /ft	\$120.00 /ft
Fascia Brackets	\$60.00 /pr	\$80.00 /pr	\$120.00 /pr	\$480.00 /pr
Motor Fascia Brackets	N/A	\$100 /pr	\$140.00 /pr	\$500.00 /pr
End Plates	\$10.00 /pr	\$10.00 /pr	\$10.00 /pr	\$10.00 /pr
Cassette headrail (16 ft)	\$40.00 /ft	\$48.00 /ft	N/A	N/A
Mounting Brackets	\$12.00 ea	\$12.00 ea	N/A	N/A
End Caps	\$12.00 /pr	\$12.00 /pr	N/A	N/A

- \* Minimum Order is \$15 paid upon receipt of parts.
- \* Parts that need to be ordered are CIA plus shipping
- \* Parts cannot be Returned and are Non- Refundable
- \* Please call in advance to request parts to ensure they are in stock and ready to pick up.





# HOME DECOR

WHOLESALE FABRICATORS

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## CARE & CLEANING INSTRUCTIONS

### Cleaning Methods

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**Dusting.** Regular dusting with a feather duster will maintain a “like-new” appearance of **HOME DECOR** blinds, shades and verticals. Using a hair dryer (non-heat setting), canned, or compressed air can also be used to blow off loose dust particles.

**Vacuuming.** For a deeper cleaning, vacuum gently with brush attachment of any standard vacuum cleaner.

**Professional Cleaning.** You may choose to have your entire blind cleaned periodically using a commercial ultrasonic blind cleaning service. This option would be used to clean away years of exposure to smoke, outside aromas, or heavy dust buildup.

### Blind Specific Cleaning Methods

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**Engineered Wood Blinds.** Use a soft cloth with a mild detergent that has been dissolved in water. Make sure the cloth is damp, not wet, when cleaning slats.

**Basswood Blinds.** Use a soft cloth with lemon oil or wood preservative to clean. Water is NOT recommended due to potential surface damage.

**Vertical Blinds.** Use a soft cloth moistened with water and a mild detergent on all slats and vanes. Applying a very thin coat of detergent (dissolved in water) to slats and vanes will reduce static build.

**Aluminum Horizontal Blinds.** Use lukewarm water and mild detergent with a soft cloth. Over-the-counter blind cleaner products are also available.

**Cellular Shades.** The strong, anti-static fabric repels dust and dirt. Consequently, they require little cleaning and maintenance. Regular dusting with a feather duster is all that is necessary in most circumstances. For a more thorough cleaning, the fabric can be lightly vacuumed with a brush attachment or you can even blow off dust with a can of compressed air.



# HOME DECOR

WHOLESALE FABRICATORS

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## RESIDENTIAL LIMITED LIFETIME WARRANTY FOR MOTORIZATION

**HOME DECOR** warrants its products to be free from defects in materials and workmanship for as long as the original purchaser owns the product. This warranty is extended to the original residential homeowner only.

With **HOME DECOR's** Limited Lifetime Warranty, we offer a 30-day, in-home service at no charge. After the 30-days are over, it is your responsibility to provide us with the blind(s) for service. See Warranty Policy—Service Call on page PW-4.

This warranty does not include any conditions or damages resulting from:

- Abuse, accidents, or alterations
- Customer's Own Materials used on Shades built by **HOME DECOR**
- Discoloration and cracking due to extended to exposure to sunlight
- Use of non-approved components including but not limited to charging cords, power distribution panels, and battery packs
- Moisture or exposure to salt air
- Use of Non-Lithium-Ion Batteries in Battery Tubes
- Discharged Battery Blocks/Battery Motors (ST Series of Motors)
- Extraordinary use
- Improper installation, cleaning or handling
- Misapplications or misuse
- Unsanctioned Motorized applications
- Normal Wear and Tear
- Rental Application or Commercial use are not covered under Warranty
- **Damage from pets or insects**
- **Should the Product be motorized: If the antenna is removed from the motor, the motor warranty is void.**

SOMFY provides a 5-year warranty on motors and controls to be free from defects in material & workmanship under normal and proper use. WAND MOTOR provides a 3-year warranty on motors and controls to be free from defects in material & workmanship under normal and proper use. SIMPLE TOUCH provides a 3-year warranty on motors and controls to be free from defects in materials & workmanship under normal and proper use.

This warranty does not cover any condition or damage resulting from packing or transportation to **HOME DECOR**, installer error and/or removal of product by anyone not qualified to install blinds. This warranty is exclusive and in lieu of all other written or oral warranties, obligations, and liabilities.

**HOME DECOR** will, at its discretion replace or repair any or all defects caused during the manufacturing process. **Replacement parts will be available with like or similar parts.**

Any shipping costs that result from the process of repair, for example, the shipping or delivery of the window treatment/motorization to us will not be covered by **HOME DECOR**.

**PLEASE NOTE: ALL MANUFACTURING DEFECTS MUST BE REPORTED WITHIN 30 DAYS OF RECEIPT OF THE PRODUCT TO BE COVERED UNDER WARRANTY.**



# HOME DECOR

WHOLESALE FABRICATORS

## **WARRANTY AND LIABILITY WAIVER: OUT OF SPECIFICATIONS**

Company Name: \_\_\_\_\_ Date: \_\_\_\_\_

Phone/Fax: \_\_\_\_\_ Email: \_\_\_\_\_

Your order for **SIDEMARK** \_\_\_\_\_ contains a line(s) that have been ordered outside of the Manufacturer's suggested production specifications and will NOT be covered by warranty. The product(s) are considered **OUT OF SPECIFICATIONS** based on the following criteria:

\_\_\_\_\_ Horizontal blind(s) have been ordered outside manufacturer's suggested size specifications.

\_\_\_\_\_ Roller shade(s) ordered exceed a 3-to-1 length to width ratio, where the shade is more than 3 times longer than it is wide can affect shades tracking or rolling up straight (also known as "Telescoping").

\_\_\_\_\_ Roller shade(s) needing to be railroaded and/or seamed, edge curl is possible and seams may be visible.

\_\_\_\_\_ Cordless roller shade(s) have been ordered with the length longer than spring specifications allow. Shade(s) may not roll all the way without assistance.

\_\_\_\_\_ Zebra Shade Fabric over 80" in width may appear to have "waves" in them.

### **CUSTOMER WARRANTY AND LIABILITY WAIVER**

I understand that the product(s) I am ordering with the associated SideMark are NOT under **HOME DECOR** product specifications and outside of the manufacturer's guidelines designed to ensure that the product will operate properly.

This signed release is required to fabricate to my specifications outside of the manufacturer's guidelines, releasing **HOME DECOR** from any liability or warranty.

### **PRODUCTION OF THIS ORDER WILL NOT START WITHOUT THIS FORM SIGNED AND RETURNED TO HOME DECOR.**

Fax back at 602-995-7157 or email to [orders@homedecorwf.com](mailto:orders@homedecorwf.com).

**SIGNATURE:** \_\_\_\_\_ **DATE:** \_\_\_\_\_