

Warranty & Cleaning Instructions

V9000 & V9500 ROLLER SHADE

TYPE OF WARRANTY

Limited lifetime from date of purchase.

WHAT IS COVERED?

Vasa Window Coverings, Inc. (VWC) roller shades are warranted against any defects in materials or workmanship for as long as the original purchaser owns the product during the warranty time-frame provided that:

- The product was properly installed.
- VWC special instructions, recommendations and product instructions were adhered to regarding limitations and specifications.
- The product was assembled and installed using 100% VWC materials and components.
- Somfy® motors and electronic controls are warranted for a period of five (5) years.
- Fabrics may carry a different warranty period and should be identified on a specific basis.

Obligations of the Owner or VWC Account Representing the Product Model

The obligations of VWC are limited to the repair or replacement of components, parts or product found to be defective. Product remake or repair will be at the discretion and determined by VWC.

VWC is not responsible for the shipping costs to return product for warranty work or labor costs for measuring for remade products or taking down product or reinstalling product. Special circumstances may apply and shall be determined and/or granted by VWC.

All repairs made under the warranty will be made with like or similar parts.

WHAT THE WARRANTY DOES NOT COVER

The warranty does not cover conditions or damages caused by accidents, incorrect use, misuse, improper installation, improper electrical wiring, alterations or improper maintenance and cleaning. Sunscreen, Decorative and Black-out shade materials are not warranted against fading outside of the fabrics specific warranty.

CLEANING INSTRUCTIONS

Our Roller Shades require very little maintenance and cleaning. Always refer to specific cleaning instructions for the specific fabric you intend to clean. Most fabrics only require periodic light dusting, vacuuming or dusting. Mild detergents may be used in accordance with the specific fabric cleaning instructions. Always allow enough time for the shade material to dry before raising or otherwise operating the shade. Any other cleaning may void the warranty, especially bleach, heat, harsh chemicals or solvents.

SERVICE

To obtain warranty service or to make warranty inquiries contact the VWC account from whom you purchased the product. The account will contact VWC to arrange for the appropriate enforcement of the warranty and may include an onsite inspection prior to any action, return of the product for a prompt repair or a prompt remake of the product depending on the specific circumstances surrounding the warranty issue.

The original sales documentation may be required for any type of warranty work as well as any pertinent information relating to the nature of the problem.

This warranty is exclusive and in lieu of all other obligations, liabilities or warranties written or oral. VWC shall have no liability whatsoever for incidental or consequential damages, or any damage, loss or expense, cost or fee associated with such damage. In some states, exclusions for incidental or consequential damages are not allowable.

No person is authorized to alter or extend this warranty.