

Limited Lifetime Warranty – Inpro WT Shade Systems

Limited Warranty

WHAT IS COVERED

The product is warranted against defects in materials or workmanship for the time-period specified below; provided that the product was properly installed, the product was made or assembled exclusively from our materials and components, and our recommendations were followed with regards to limitations and specifications. This warranty extends only to the original purchaser of the product and for the initial installation only. The warranty term starts as of the invoice date.

25-YEAR LIMITED WARRANTY

- Clutch roller shades
- Motorized roller shades
- Wrapped frame fixed panels and fixed shades
- Shading enclosures including pocket, closure, closure mounts, sill channel, side channel, center channel, and light stop angle

10-YEAR LIMITED WARRANTY

- CF cordless roller shade springs
- WebbLok cordless roller shades and Secured Panels

5-YEAR MOTORIZED SOLUTION LIMITED WARRANTY

- Motorized components and electrical accessories

WHAT IS NOT COVERED

The above warranty excludes the following:

- Bead chain
- Non-WT fabric. Contact fabric manufacturer for warranty terms and coverage.
 - Note – WT Shade fabrics are covered as part of the 25 or 10 year limited warranty
- COM fabric
- WT 900 fabric
- Batteries
- Wiring
- Normal wear and tear including loss of color intensity, discoloration, fading, or yellowing caused by prolonged exposure to direct sunlight, improper cleaning or maintenance, exposure to salt water
- Fading or degradation of digitally printed images
- Slight color variation
- Damage caused by abuse, accidents, alterations, misuse, neglect, acts of nature, improper handling, or failure to follow our instructions for installing or operating the product
- Labor or installation costs
- Freight/shipping damage

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Third Party Items

- Fabrics manufactured by third parties will be covered under their respective warranties*
Mermet: <https://mermetusa.com/site/user/files/1/mermet-fabric-limited-warranty.pdf>
*Warranties for fabric not listed above can be provided by our Customer Service upon request.
- Components and parts manufactured by third parties, may be similarly excluded from the limited warranty and Inpro makes no representation or warranty regarding such products.

DISCLAIMER OF IMPLIED WARRANTIES

EXCEPT FOR THE APPLICABLE LIMITED WARRANTIES SET FORTH ABOVE, INPRO MAKES NO WARRANTY WHATSOEVER WITH RESPECT TO THE PRODUCTS, INCLUDING ANY (A) WARRANTY OF MERCHANTABILITY OR (B) WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE WHETHER EXPRESS OR IMPLIED BY LAW, COURSE OF DEALING, COURSE OF PERFORMANCE, USAGE OF TRADE OR OTHERWISE. INPRO DISCLAIMS ALL, AND ASSUMES NO LIABILITY FOR, THE NONPERFORMANCE OF INCOMPATIBLE SYSTEM COMPONENTS OR ACCESSORIES OF ANY PRODUCTS.

REPAIR OR REPLACEMENT OF DEFECTIVE PRODUCTS

In the unlikely event a product is found to not meet the applicable Inpro WT Shade Systems Limited Lifetime Warranty (subject to the conditions set forth in the Inpro Terms and Conditions of Sale), we will replace or repair any item found to contain material defects in material or workmanship at the time the product was manufactured by us. However, if a product is found to have been improperly installed, abused, altered, repaired, or subject to any use other than that which it was originally intended, the product may no longer be eligible for a warranty claim. In no event shall Inpro be liable for transportation costs to return the product, costs of removal or reinstallation of the product or incidental or consequential damages. Any alteration or repair not performed or authorized by Inpro will void this warranty. Some states do not allow the exclusion of consequential damages, so the above limitation or exclusion may not apply to you. This shall be the sole remedy of the purchaser under this warranty.

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HOW TO MAKE A WARRANTY CLAIM

If you have a product that you believe is defective due to a material defect in the material, workmanship, or craftsmanship of the product, please follow these steps to make a warranty claim under the Inpro WT Shade Limited Warranty:

NOTE TO END USERS: Contact your shading installer or dealer. It is important and strongly advised that you have your product inspected by a professional shading installer. Many times, a professional installer will be able to make an adjustment or repair on-site and will not have to remove and send back your product. However, if your installer is not able to repair the issue, the product must be removed and sent back to us for inspection. It is important that the removal and handling of the shade be done by a shading professional in order to ensure that no additional damage is done that could void your warranty.

1. Locate the order number associated with the product: In order to make a warranty claim, you MUST provide the original order number (often times called the “W Number”) for the defective product. This number will begin with a “W,” and can be found on the ID tag located on the aluminum tube of the shade (access by completely unrolling the shade fabric and exposing the tube). It is important that the removal and handling of the shade be done by a shading professional in order to ensure that no additional damage is done that could void your warranty. We also recommend taking a photograph of the tag, so that you or the original purchaser can continue to refer to it later or to send to us.

2. Contact us Immediately: Once you have obtained the order number, Inpro should be contacted by the original purchaser to make a warranty claim. The original purchaser should call Customer Service at (877) 294-3580 or email Wtcustservice@inprocorp.com. Once Inpro has recorded the claim, the original purchaser will be furnished with a Return Goods Authorization Number (“RGA”). This number will be used to track the status of the claim and will be used to identify any products that have been returned to us.

3. Return the defective items to us: In order to repair or replace the defective item, we will need to inspect the product to determine the cause of the issue. In order to do so, the shading product must be uninstalled and packaged for shipping. If you do not feel comfortable performing such uninstallation, please contact your shading installer for help. Inpro will not be liable or responsible for the costs or potential damage of the uninstallation, the materials used to package the product, or the shipping costs to return the product to us. All boxes and packages in regard to the claim MUST be marked with the corresponding RGA number. Items received with no RGA number will be returned to sender. Please send all returns to: WT Shade, 12830 Virkler Dr - Suite 500, Charlotte, NC 28273 ATTN: WARRANTY RGA# _____.

4. Inspection of the Return: Within a reasonable time after receipt, we will inspect the returned product and determine the nature of any defect. We will then contact the original purchaser to discuss the results of our investigation.

Questions? If at any time you have questions about this warranty or how to make a warranty claim, please contact WT Shade Customer Service at (877) 294-3580 or email Wtcustservice@inprocorp.com.