

HOW TO MAKE A WARRANTY CLAIM

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

1. Contact your shading installer or dealer: It is important and strongly advised that you have your shade 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 shade. However, if your installer is not able to repair the issue, the shade 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. If you are not the original purchaser of the WT Shade product, and the product was purchased through any other party, including a window shade dealer, window shade manufacturer, window shade reseller or window shade installer, you must first contact that party in order to make a claim under this warranty.

2. Locate the order number associated with the product: In order to make a warranty claim WT Shade MUST be provided with 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 product. For all WT Shading Systems, this ID tag can be found on the aluminum tube of the shade, and can be accessed 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.

3. Contact WT Shade Immediately: Once you have obtained the order number, WT Shade should be contacted by the original purchaser to make a claim under this warranty. The original purchaser should call Customer Service at (877) 294-3580 or email customerservice@wtshade.com. Once WT Shade 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.

4. Return the defective items to WT Shade: In order to repair or replace the defective item, WT Shade 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. WT Shade will not be liable or responsible for the costs or potential damage of the uninstallation, the materials used to package the shade, or the shipping costs to return the product to us. All boxes and packages sent to WT Shade 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:

77 Second Ave
Garden City Park, NY 11040
ATTN: WARRANTY
RGA#:_____

5. Inspection of the Return: Within a reasonable time after receipt, WT Shade will inspect the returned goods, perform an inspection, and determine the nature of any defect. We will then contact the original purchaser to discuss the results of WT Shade’s investigation.

- If the product has been determined to be covered by this warranty, WT Shade will fully repair or replace the defective part or component. If a replacement part has already been sent to the original purchaser, there will be no charges added to the corresponding account.
- If it is determined that the defect has been caused by damage or misuse, and/or is found to not be protected by this warranty, WT Shade will contact the original purchaser to discuss the necessary repairs needed to fix the defect, which may require new parts, shipping and/or labor at additional costs. Any replacement parts that have been sent to the original purchaser prior to WT Shade’s inspection may also incur additional charges to your account.

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 customerservice@wtshade.com.

