

## WT SHADE LIMITED WARRANTIES

WT Shade (“WT Shade,” “we,” “our,” or “us”) offers limited warranties on its Goods (“Goods” or “products”) that vary in duration (“Warranty Period”), scope, terms, and conditions depending on the type of product (each, a “Limited Warranty” and collectively, “Limited Warranties”). Such Limited Warranties are set forth below and are incorporated by reference into and governed by the executed Windowcraft, Inc. (“Windowcraft”) General Terms and Conditions for the Sale of Goods between Windowcraft and Buyer (“Buyer,” “purchaser,” “you,” or “your”). All Orders and sales of products are governed by the executed Windowcraft General Terms and Conditions for the Sale of Goods between Windowcraft and Buyer, and the Limited Warranties set forth below shall only apply to your Orders after your signed agreement to the Windowcraft General Terms and Conditions. These Limited Warranties may be amended, revised, and/or updated by Windowcraft from time to time without notice, as applicable and as reasonably necessary. All *capitalized terms* not otherwise defined on this page *shall have the meaning* as set forth in the executed Windowcraft General Terms and Conditions for the Sale of Goods between Windowcraft and Buyer. A copy of the Windowcraft General Terms and Conditions for the Sale of Goods is available on Windowcraft’s website.

### **The Diamond Standard: WT Shade Limited Lifetime Warranty**

At WT Shade, we believe that a purchaser should feel confident and secure that the WT Shade products they have chosen will last for many years to come, and that is why we are proud to offer The Diamond Standard: WT Shade Limited Lifetime Warranty which covers HeliaRise® Manual Shading Systems, MotoRise® Motorized Shading Systems, and certain other WT Shade shading products and accessories (as specifically indicated below).

For any individual Order containing any of the WT Shade products in the chart that immediately follows, we warrant that for a Warranty Period of up to twenty-five (25) years following shipment of each such product you have purchased, each such WT Shade product will (a) materially conform to the Product Specifications in effect as of the date of shipment, and (b) will be free from material defects in material or workmanship, including any system or shade hardware; **provided that** certain system components and Third Party Products (as defined below), including electrical components (such as batteries and wiring), fabrics, and bead chains that are not manufactured by WT Shade, as well as the **Exclusions** defined for each specific WT Shade product in the chart that immediately follows, are expressly excluded from and not covered by this WT Shade Limited Lifetime Warranty, but may be covered by the original manufacturers’ own warranty or a separate warranty as specifically otherwise indicated herein.

WT SHADE PRODUCT	LIMITED WARRANTY PERIOD	LIMITED WARRANTY EXCLUSIONS
HeliaRise® Manual Shading Systems	25 Years	Fabric. Bead Chain.
MotoRise® Motorized Shading Systems	25 Years	Fabric.
Wrapped Fixed Frame Panels (manufactured by WT Shade)	25 Years	Fabric.
WT Shade Shading Accessories (manufactured by WT Shade)	25 Years	Fabric. Bead Chain.

In the unlikely event a WT Shade product is found to not meet this WT Shade Limited Lifetime Warranty (subject to the conditions set forth in the Windowcraft Terms and Conditions for the Sale of Goods), WT Shade will replace or repair any item found to contain material defects in material or workmanship at the time the WT Shade product was manufactured by WT Shade. However, if a product is found to have been improperly installed, abused, or subject to any use other than that which it was originally intended, the product may no longer be eligible for a warranty claim. Additionally, although this WT Shade Limited Lifetime Warranty does not cover normal wear and tear of the particular product, which is expected over the course of ownership, and in no way guarantees that WT Shade products are indestructible, we pledge to each of our customers that we will do everything within reason to ensure complete satisfaction.

### **Fabric Limited Warranties**

For any individual Order containing any of the WT Shade Fabric products in the chart that immediately follows, we warrant that for a Warranty Period of up to ten (10) years following shipment of each such product you have purchased, each such WT Shade Fabric product will (a) materially conform to the Product Specifications in effect as of the date of shipment, and (b) will be free from material defects in material or workmanship; **provided that** fabrics provided by the customer (COM), fabrics not listed in the chart that immediately follows, and the **Exclusions** defined

for each specific WT Shade Fabric product in the chart that immediately follows are expressly excluded from and not covered by this Limited Warranty, but may be covered by the original manufacturers' own warranty.

WT SHADE FABRIC	LIMITED WARRANTY PERIOD	LIMITED WARRANTY EXCLUSIONS
Ecofabrix® 250, Ecofabrix® 251, Ecofabrix® 253, Ecofabrix® 255, Ecofabrix® 315, Ecofabrix® 351, Ecofabrix® 353, Ecofabrix® 355, Ecofabrix® 363, Ecofabrix® 441, Ecofabrix® 450, Ecofabrix® 453, Ecofabrix® 455, Ecofabrix® 700, Ecofabrix® 740, Ecofabrix® 772, and Ecofabrix® 840	10 Years	Normal wear and tear; cleaning; damage from misuse or abuse; improper installation; exposure to the elements; or dye-lot variations.
Mermet® Avila Twilight, Mermet® Chroma™, Mermet® E Screen, Mermet® Flocke®, Mermet® T Screen, and Mermet® Vizela	10 Years	Normal wear and tear; cleaning; damage from misuse or abuse; improper installation; exposure to the elements; or dye-lot variations.

**Third Party Products**

For each and every Order, products manufactured by a third party (“Third Party Product”) may constitute, contain, be contained in, incorporated into, attached to or packaged together with, the products you have purchased. Such Third Party Products include, but are not limited to, motors, motor accessories, power supplies, batteries, electrical components, fabrics, and bead chains. WT Shade assumes no liability and expressly provides no warranty on any Third Party Product included in or with any WT Shade product, including any WT Shade Manual Shading System or Motorized Shading System. Each Third Party Product is governed by the applicable warranty set forth by the original manufacturer, if any, and the limitations and conditions set forth therein. For specific information about motor warranties for any WT Shade Motorized Shading System, please contact the motor manufacturer.

**Disclaimer**

EXCEPT FOR THE APPLICABLE LIMITED WARRANTIES SET FORTH ABOVE, WINDOWCRAFT MAKES NO WARRANTY WHATSOEVER WITH RESPECT TO THE GOODS, 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. WINDOWCRAFT DISCLAIMS ALL, AND ASSUMES NO LIABILITY FOR, THE NONPERFORMANCE OF INCOMPATIBLE SYSTEM COMPONENTS OR ACCESSORIES OF ANY GOODS.

Notwithstanding the foregoing, Third Party Products are not covered by the Limited Warranties set forth above. For the avoidance of doubt, WINDOWCRAFT MAKES NO REPRESENTATIONS OR WARRANTIES WITH RESPECT TO ANY THIRD PARTY PRODUCT, INCLUDING ANY (a) WARRANTY OF MERCHANTABILITY; (b) WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE; (c) WARRANTY OF TITLE; OR (d) WARRANTY AGAINST INFRINGEMENT OF INTELLECTUAL PROPERTY RIGHTS OF A THIRD PARTY; WHETHER EXPRESS OR IMPLIED BY LAW, COURSE OF DEALING, COURSE OF PERFORMANCE, USAGE OF TRADE OR OTHERWISE.

**Exclusive Remedies**

The remedies set forth herein are your exclusive remedies for breach of the foregoing warranties.

**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 material, workmanship or craftsmanship of the product, please follow these steps to make a warranty claim under a 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. 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 a WT Shade Limited Warranty.

**1. 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 Shade 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.

**2. 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 a WT Shade Limited Warranty. The original purchaser should call Customer Service at (877) 294-3580 or email [customerservice@wtshade.com](mailto: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.

**3. 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 product, 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:

12830 Virkler Drive - Suite 500  
Charlotte, NC 28273  
ATTN: WARRANTY  
RGA#: \_\_\_\_\_

**4. Inspection of the Return:** Within a reasonable time after receipt, WT Shade will inspect the returned product, 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](mailto:customerservice@wtshade.com).**