



WINDOW COVERINGS

VISTA SHADES

General Warranty

VistaShades believes in providing the best possible quality products to fit all our client's requirements and budgets.

We strive to work with manufacturers that can provide us with the best possible warranties to ensure your purchase is protected and covered. Furthermore, in the event of damages/potential repairs VistaShades personally looks after all warranty claims and service work.

In the event of requiring service work such as repairs or warranty claims to your product proof of purchase must be provided along with warranty agreement. All products sold by VistaShades will be covered under the manufacturer's warranty for as long as the original purchaser owns the product. If you are not the original purchaser of the product but are still in need repairs/ service work, please refer to our Service fee portion of the warranty. In the event of a component malfunction or defect in the material / fabric our manufacturer's warranties will cover the cost of replacement for all necessary pieces to return your product to a working / complete state. However, the manufacturer's warranties do not cover the cost of shipping charges, labor to fix the product or for product removal and re-installation trips.

Service and Repairs

All service calls and repairs that require sending product back to the manufacturer will be subject to a minimum shipping charge of \$45 depending on the total quantity and size of the product. All onsite charges for work to remove, service or re-install the damaged / malfunctioning product that is covered under manufacturer's warranties will be at the discretion of your Vista Shades representative. If the damaged product in question is not covered under the manufacturer's warranty then onsite charges for work to remove, service and re-install the product will be billed at a minimum 1-hour charge of \$80.00. For every additional hour spent onsite there will be a charge of \$50.00 per hour. At the time of the initial site visit to assess potential repairs / service work to products that are not covered under manufacturer's warranties a credit card must be supplied so all necessary costs can be charged at the time of completion.

Travel fees for warranty / non warranty workorders

In the event of warranty / non warranty service work and installations travel fees will be charged at your Vista Shades representative's discretion based on the following parameters:

-If the jobsite is over 60 kilometer's round trip

Distances over 60 kilometers round trip will be subject to a charge of \$0.50 per kilometer over and above.

-If the service work / installation cannot be completed in one site visit due to jobsite complications outside of Vista Shades control.

-If site visit is due to owner error or owner mishandling of product

-If the service work is outside of the Vista shades Representative district / territory

Cleaning and Maintenance

Shutters and Horizontal Blinds

Use a clean, dry feather duster, cloth or vacuum with brush attachment to gently remove dust and debris. To ensure thorough cleaning, wipe the louvers or slats in the open and closed positions. Do not immerse the product in water or use abrasive chemical solvents. This may cause discoloration and the wood to warp. Ultrasonic cleaning is not recommended. For best results on Woodlore® Shutters use a cotton cloth dampened with water. Polyester cloths tend to create static, which can attract dust.

Honeycomb Cellular Shades

Use a clean, dry feather duster, vacuum with a brush attachment or compressed air/hair dryer at a cool setting to remove dust and debris. For spot cleaning, use a soft cloth or sponge moistened with lukewarm water. Add mild detergent if needed. Blot gently to avoid creasing the shade. Dry in the lowered position.

For significant residue build up, professional ultrasonic cleaning may be used.

Roller Shades

Roller Shades are designed for sustainability. Occasional dusting is still recommended as it will help maintain the beauty of your shades.

Proper ways to clean Roller Shades:

- Use a duster to remove any light dust.
- Use a vacuum with a soft brush attachment or a handheld vacuum to remove dust and debris.

Spot Cleaning:

- Fabrics cannot be dampened, or spot cleaned. Water will damage the fabric.
- Screens materials can be spot cleaned with a damp cloth. If necessary, a mild detergent can be used and then rinsed thoroughly. Always allow the shade to dry completely in a lowered position before operating.

Do not iron roller shade fabrics.

Roman Shades

Roman Shades can be cleaned by handheld vacuum, spot cleaning or dusting. For spot cleaning use a soft cloth or sponge moistened with lukewarm water. Add mild detergent if needed. Blot gently to avoid creasing or damaging the fabric. Rubbing can damage the fabric. Iron low- medium if necessary. Do not iron 100% silk, 100% linen/cotton blend, or 100% cotton fabrics.

Awnings/Pergola Structures

It's not just the awning fabric that gets dirty, but also the frame. There's no need for aggressive chemicals to clean the various elements. Any dry dirt can simply be brushed or vacuumed off. This is also how to clean the fabric of the awning. Loose dirt is best removed regularly with a hand brush. This keeps the operating elements and the basic frame of your awning clean, which significantly improves its functionality.

Mould and dirt stains have little chance of forming on the awning fabric if it is regularly brushed clean, as this prevents the build-up of green deposits and moss which could retain moisture in the fabric.

After sweeping off any dry dirt, the awning should be thoroughly damp-cleaned. This is done with a soft scrubbing brush or sponge. With a ladder and a telescopic handle, you'll be able to reach all elements easily. Use a garden hose to wash off solid dirt. Warning: Under no circumstances should you use a high-pressure cleaner to clean your awning fabrics, as this could damage them.

Our expert tip: Use a soft sponge and a weak mixture of mild detergent and lukewarm water (max. 40° C). Work this mixture into the awning fabric until the lather breaks down the dirt. Afterwards, simply rinse with clean water. Please avoid the use of harsh cleaning agents that could damage the waterproofing of the fabric, so that you continue to enjoy protection from the rain.

After damp-cleaning, it is important to let the clean fabric dry completely. Only then should you retract the awning. If awnings are retracted when damp, the fabric cannot dry and water stains will form, causing discoloration. What's more, damp is conducive to mould growth.

Another tip: Pick a warm, sunny day for cleaning – it takes much less time for the fabric to become completely dry.

LIMITED LIFETIME PRODUCT WARRANTY

This Limited Lifetime Product Warranty extends to the original retail purchaser of Custom Brands Group window covering products which were properly installed and maintained as per our installation instructions and not modified in any way. We will repair or replace, at our option, a defective product after it is returned to Custom Brands Group or one of our dealers.

Natural materials, especially wood, can have a tendency to warp when exposed to the elements. This is considered normal wear and tear and is not covered by this warranty.

Repairs and replacements will be made with like or similar parts or products. We will do our best to match the repair or replacement with similar parts or products, but colors may vary and we cannot guarantee an exact match from previous purchases or to other non-defective existing products, even if they are in or near the same opening. If the product, part/component, or operating system has been discontinued, we will repair or replace only the defective product with the most similar alternative available at the time of repair or replacement.

WHAT IS COVERED

- This warranty covers our products for defects in materials, mechanisms, workmanship, and failure to operate for as long as the original retail purchaser owns the product (unless shorter periods are provided in the chart below)
- All internal mechanisms, components, and brackets
- Fabric delamination
- Custom Brands Group will provide a return shipping label for goods less than 12 months old.

Product / Component	Period of Coverage (from date of purchase)
All operational cords, ladders and tapes	7 Years
Motorization components and accessories* (batteries not included)	5 Years
Exterior Roller Shades	5 Years
Specialty Shades	1 Year
Shutters**	25 Years

*All motorized parts must be purchased from Custom Brands Group to be covered by our warranty.

**Refer to Grandeur® and Eclipse® written warranties for specific limitations.

WHAT IS NOT COVERED

- Any conditions caused by normal wear and tear on the product.
- Abuse, accidents, misuse, or alterations to the product.
- Exposure to the elements (sunlight, salt air, wind, water/moisture, high humidity, or corrosive materials) which may cause discoloration, fading, cracking, shrinking, stretching, or warping over time.
- Failure to follow our instructions with respect to measurement, proper installation, cleaning, operation of the product, or maintenance.
- Labor costs associated with removal and reinstallation.
- Shipments will be at the purchaser's expense for all goods more than 12 months old.

To Obtain Warranty Service:

- Contact your original dealer (place of purchase) for warranty assistance.
- If you are not the original owner, and therefore not covered by this warranty, contact your local dealer for assistance. There will be costs associated with the repair or replacement.
- Contact Custom Brands Group Canada at 800-387-2879 for technical support, availability of parts, for assistance in obtaining warranty service, or for further explanation of our warranty.

NOTE: You may have different or additional rights under provincial or territorial law. Except where provincial or territorial law will not be liable to refund any amount paid by the purchaser to the Custom Brands Group Canada dealer; and will not be liable or responsible for any economic loss, expense or fee, damage to property, personal injury, or any other damage or injury of any kind, including punitive damages, (whether or not suffered by the purchaser or other persons) arising out of or related to the design, manufacture, fabrication, distribution, purchase, installation, use, repair or replacement of the product. The limitations of liability in this Limited Lifetime Product Warranty shall apply regardless of whether Custom Brands Group Canada or its dealers have breached a warranty or condition of sale, have been negligent in any way, or have committed any other wrong, whatsoever, except as a result of gross negligence or gross recklessness.

Different warranty periods and terms apply for commercial products and applications.