

How to Make a Warranty Claim

How to Make a Warranty Claim Shades by Matiss, Inc.

Handling Claims for New Orders:

Claims for New Orders

If you encounter an issue with a new order, such as wrong fabrication size, wrong material cut, or flaws, you must report the issue within 30 days of receipt. If a claim is made after 30 days, it will be denied.

Within 30 Days of Receipt:

Customers reporting issues within the 30-day period have two options:

- 1. No-Charge Remake:**
 - If sufficient evidence is provided that the flaw was due to manufacturing, we will process a remake of the product at no charge. In this case, a Return Authorization (RA) is not needed.
- 2. Charged Remake with Credit Upon Inspection:**
 - If the supporting documentation is insufficient or inconclusive, and a physical inspection is required, we will process a charged remake of the product.
 - Upon return and inspection of the original product, if it is determined that the flaw was due to manufacturing, a credit will be issued to the customer.

Handling Claims for Defective Products After 30 Days:

1. Contact Your Company Representative

- If you encounter an issue with a product after the initial 30-day period, the first step is to contact your company representative at Shades by Matiss. A professional assessment may be able to address the issue on-site, avoiding the need for the product to be returned.
- If the issue cannot be resolved on-site, the product must be removed and returned to Shades by Matiss for inspection. It is crucial that this process is carried out by a professional to prevent any additional damage that might void the warranty.

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2. Locate Your Original Order Number

- To initiate a warranty claim, Shades by Matiss requires the original order number associated with the product. This order number can typically be found on the product itself or within your purchase documentation.
- We recommend taking a photograph of the identification tag for your records and to assist in your claim process.

3. Initiate the Warranty Claim

- Once you have the necessary documentation, contact Shades by Matiss to begin your claim. You can reach our Customer Service at (800) 493-2040 or via email at info@shadesbymatiss.com.
- When you contact us, you will be provided with a Return Authorization (RA) number, which will be used to track your claim and identify any returned products.

4. Return the Defective Product

- If instructed to return the product, ensure it is carefully uninstalled and packaged for shipping. If you require assistance, please contact your installer.
- All returned products must be accompanied by the RA number provided by Shades by Matiss. Products received without an RA number will be returned to the sender.
- The customer is responsible for all shipping costs associated with returning the product to Shades by Matiss.

5. Inspection and Resolution

- Upon receiving the returned product, Shades by Matiss will conduct a thorough inspection to determine the cause of the defect.
- If the product is found to be covered under warranty, we will repair or replace the defective part or component at no additional charge. In cases where a replacement part has already been sent prior to inspection, no further charges will apply.
- If the defect is found to be due to misuse, damage, or any other condition not covered by the warranty, we will contact you to discuss the necessary repairs, which may incur additional costs.

For any questions or additional information regarding your warranty or the claims process, please contact our Customer Service team at (800) 493-2040 or email info@shadesbymatiss.com.

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