

Shades by Matiss, Inc. Limited 25-Year Warranty

Matiss, Inc. warrants to the original purchaser of its products, upon the terms of this limited warranty, that its products will be free from defects in materials and workmanship for the specified warranty periods, provided that such products were installed, used, and maintained according to Matiss, Inc. written instructions. This warranty is non-transferable and is limited to the original purchaser.

Warranty Coverage:

1. Interior Solar Fabrics:

- **Warranty Period:** 25 years from the date of purchase.
- **Coverage:** Warranty covers defects in materials and workmanship under normal use conditions.

2. Exterior and Specialty Fabrics (Including Decorative Fabrics):

- **Warranty Period:** 5 years from the date of purchase.
- **Coverage:** Warranty covers defects in materials and workmanship, specifically for exterior applications and specialty uses.

3. Electronics (Motors and Motor Control Systems):

- **Warranty Period:** 7 years from the date of purchase.
- **Coverage:** Warranty includes all motorized products and electronic accessories, ensuring they are free from defects in materials and workmanship.

4. Interior Hardware:

- **Warranty Period:** 25 years from the date of purchase.
- **Coverage:** Warranty covers all interior hardware components against defects in materials and workmanship under normal use.

5. Exterior Hardware:

- **Warranty Period:** 5 years from the date of purchase.
- **Coverage:** Warranty covers all exterior hardware components, specifically designed for outdoor use, against defects in materials and workmanship.

Exclusions:

This limited warranty shall remain in effect only if the Matiss, Inc. product has been installed by an authorized dealer and maintained, cleaned, treated, and used correctly. The following conditions are not covered by this warranty:

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SHADES BY MATISS

- **Normal Wear and Tear:** Includes, but is not limited to, fading, discoloration, fraying of fabrics, wear of cords, and loss of pleating due to lack of use.
- **Accidental Damage:** Resulting from mishandling, improper installation, misuse, abuse, or exposure to heat and humidity.
- **Environmental Damage:** Damage caused by environmental factors such as salt air, insects, or pets.
- **Improper Use:** Usage of fabrics for exterior applications not specifically approved for that use, or any application outside of the recommended specifications.
- **Fabric Cracking:** Due to improper handling, such as creasing or folding.
- **Specialty Products:** Products ordered outside of the recommended manufacturing specifications (oversized shades, out-of-spec units, specialty units, etc.) are not covered by this warranty.

Remedy:

The sole remedy under this limited warranty is that Matiss, Inc. shall repair or replace, at its sole discretion, the product or components found to be defective. Matiss, Inc. shall not be responsible for shipping charges or labor costs incurred for removal, re-measuring, or reinstallation. Repairs will be made with like or similar parts. Colors may vary from lot to lot and may not exactly match sample swatch, sample book, or previous purchases. Discontinued components or color selections will be replaced with the closest equivalent current components.

Limitations:

(a) This limited warranty is exclusive and in lieu of all other obligations, liabilities, or warranties. Matiss, Inc. disclaims all other representations and warranties, whether express, implied, or statutory, including any warranty of merchantability, use, fitness for a particular purpose, or arising from usage or course of dealing, or otherwise.

(b) In no event shall Matiss, Inc. be liable for loss of profits, indirect, special, or consequential damages arising out of any product covered by this limited warranty, or incidental damages, including without limitation loss of use, loss of time or inconvenience, expenses such as telephone, towing, crane, lift charges, haul-out charges, and other related charges.

(c) In no event shall the liability of Matiss, Inc. exceed the cost of the product.

(d) Some states do not allow the exclusion or limitation of consequential or incidental damages, so this exclusion or limitation may not apply to you.

Warranty Claims:

To obtain warranty service, contact the dealer from whom you purchased the product. Warranty claims must be accompanied by proof of purchase.

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