

Product Warranty & Limitation of Liability

Custom Roller Shades



LIMITED WARRANTY

Coolaroo® is pleased to offer a limited warranty on **Custom Roller Shade** products. The limited warranty covers the purchaser in the case of manufacturing defects (i.e., a flaw in the product design, materials, or workmanship) as stated below.

WHAT IS COVERED

Original defects in materials or workmanship, provided the product was properly installed and utilized, for **three (3) years** from the date of purchase for all hardware including internal mechanisms, components, and brackets; and for **three (3) years** on all Classic/Sydney fabric, **five (5) years** on all Signature/Outback fabric, and **seven (7) years** on all Signature+ with HeatShield fabric for Custom Roller Shade products.

WHAT IS NOT COVERED

- Normal wear and tear
- Damage caused by abuse, accidents, alterations, misuse; failure to follow instructions for measurement, installation, use, cleaning, or maintenance
- Discoloration caused by long exposure to direct sunlight
- Slight color variation; natural variations in color

WARRANTY SERVICE

Please call or text Coolaroo® customer service directly at 1-800-560-4667 before returning product to the retailer from which it was purchased. Warranty claims must be accompanied by the original sales receipt. This warranty is not transferrable and will not apply to any subsequent owners of the product.

LIMITED WARRANTY

Coolaroo® makes no warranties or representations to purchaser or any other person, with respect to the products, or any services provided to purchaser by the retailer, or any other person, except that all products sold hereunder will conform to Coolaroo® product specifications, and product information set forth in the product packaging and/or installation manuals (collectively, the “Limited Warranty”). All Coolaroo® product sales are subject to our Limited Warranty, warranty disclaimers, and limitations on liability in effect for the Coolaroo® products at the time of purchase. Coolaroo® reserves the right to change the terms of the Limited Warranty at any time, without notice and without liability to any person.

EXCLUSION OF OTHER WARRANTIES: THE LIMITED WARRANTY IS THE ONLY WARRANTY, EXPRESS OR IMPLIED, THAT COOLAROO® MAKES WITH RESPECT TO THE PRODUCTS, AND SPECIFICALLY DISCLAIMS ALL OTHER IMPLIED WARRANTIES INCLUDING, WITHOUT LIMITATION, THE IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, AND NON-INFRINGEMENT. THE WARRANTY REMEDY SET FORTH ABOVE STATES THE ENTIRE OBLIGATION OF COOLAROO®, AND EXCLUSIVE REMEDY OF CUSTOMER, WITH RESPECT TO COOLAROO’S OBLIGATIONS FOR THE PRODUCTS

LIMITATION OF LIABILITY: COOLAROO® IS NOT LIABLE TO ANY PARTY FOR ANY INCIDENTAL, CONSEQUENTIAL, INDIRECT, STATUTORY, SPECIAL, OR PUNITIVE DAMAGES, INCLUDING, BUT NOT LIMITED TO, LOST PROFITS, LOSS OF USE, LOSS OF TIME, INCONVENIENCE, LOST BUSINESS OPPORTUNITIES, DAMAGE TO GOOD WILL OR REPUTATION, REGARDLESS OF WHETHER SUCH LIABILITY IS BASED ON BREACH OF CONTRACT, TORT, STRICT LIABILITY, OR OTHERWISE. NO ACTION SHALL BE BROUGHT FOR ANY CLAIM MORE THAN ONE (1) YEAR AFTER THE ACCRUAL OF SUCH CAUSE OF ACTION, EXCEPT FOR REPLACEMENT OF A DEFECTIVE PRODUCT WITHIN THE LIMITED WARRANTY PERIOD.