

Shade Return and Repair Policy

Comfortex Standard Return and Repair Policies

Updated: April 5, 2018

ISSUE	SOLUTION
DEFECTS IN MATERIALS AND WORKMANSHIP:	Comfortex will remake the shade/blind, repair or send replacement components. (Dealer's Choice) Defective shades are rarely requested back for inspection, except when large quantities of shades are involved. These may require a return for inspection to avoid future remakes. Photos of defects are useful to determine an issue. Repairs are recommended when multiple shades are in the room to avoid dyelot & vane alignment issues. Repairs are not available for Wood, Faux Wood, Prelude Cellular, Paradise and Overtone shades made in MX. These will be remade or parts sent at Dealer's Choice.
REPAIRS:	Repairs include broken cords, both internal or external. For the first 6 months, Dealers have a choice of either a repair (to avoid dyelot issues) or a remake of the shade that is affected. A replacement cord loop will be sent should a cordloop break. For non-restring repairs, Comfortex will offer to send replacement parts, offer an in-house repair or offer to remake the shade. (Dealer Choice) If the hardware is no longer available, the Dealer will be informed that like or similar components will be used.
COLOR VARIATION ISSUES:	Comfortex will offer no charge swatch samples of current color palette, for a possible remake at no charge. If no selection is acceptable, Comfortex will issue credit upon return of originals.
COMFORTEX ERROR IN ORDERING/FABRICATING:	Comfortex will either remake shades at no charge or ship correct components for an in-field repair. (Dealer Choice) Errors need to be reported within 90 days of receipt of the product. No return is required when a photo of the issue is received.
CUSTOMER ORDERING ERROR (OOPS POLICY):	Customer is responsible for full payment for the original shade(s), plus 75% of the value for the replacement shade(s). Errors need to be reported within 90 days of receipt of the product. No return of original shades are required.
CUSTOMER ERROR CONVERSION REQUESTS:	Comfortex will convert a shade (some restrictions apply) up to 3 months from the date of the original purchase at a cost of \$60 per shade. Shades to be converted must be returned at the customer's expense.
FABRIC CORDS OR RESTRINGS - UP TO 5 YEARS:	All fabric vanes, panels or inserts are covered for 5 years, including fraying fabric. Fabric cell separation is covered under the limited lifetime warranty. Comfortex will replace cords and restring the shades at no charge for up to 5 years. For the first 6 months shades will be remade or restrung. (Dealer Choice)
FABRIC CORDS OR RESTRINGS - OVER 5 YEARS:	Comfortex will restring the shades at a cost of \$50 per shade. Fraying fabric is considered normal wear and tear and is covered for 5 years. Fabric cell separation is covered under the Limited Lifetime Warranty.

MOTORIZATION (MOTORS & REMOTES) - UP TO 5 YEARS:	Comfortex will repair the unit, replace the motor components, or remake the unit for up to 5 years. (Dealer Choice) Defective Motor Components must be returned. (Batteries carry a 3 month Warranty)
MOTORIZATION (MOTORS & REMOTES) - OVER TO 5 YEARS:	Motors and Remotes are considered wearable and are not covered under the limited lifetime warranty after 5 years.
RETURN SHIPPING CHARGES UP TO 5 YEAR:	Comfortex Error: FedEx call tag/ARS Tag or truck pick-up will be issued for the return of the shades.
OVER 5 YEAR:	Customer is responsible for all shipping charges related to the return of the original or defective shade.
DEFECTS IN OUT OF SPECIFICATION SHADE(S):	Comfortex will repair or replace defective fabric and components only. The warranty is waived on the functionality of the shade(s). (See Out of Specifications Policy)

***PLEASE NOTE:** To better serve our customers, Comfortex is continuously enhancing and improving product lines. In the unfortunate event that a product needs replacement parts, or if a full remake of the product is necessary, Comfortex will make every effort to match original components used. In the event that such parts are no longer available, Comfortex will repair/replace the components of the defective product using like or similar components.

To better service our customers, Comfortex reserves the right to make changes without notice