

WARRANTY

We are committed to providing the highest level of satisfaction to our customers. Our products are covered by a Limited Lifetime Warranty, ensuring they are free from defects in materials and workmanship as long as the original retail purchaser owns the product. This warranty is valid under the following conditions:

1. The products were correctly installed according to the accompanying instructions in residential dwellings, in the window or door for which they were purchased.
2. The products are manually operated custom items that have not been modified or altered.

This warranty does not cover damages resulting from misuse, abuse, alterations, dry cleaning, cleaning with ultrasonic methods, color changes due to sunlight or time, humidity, exposure to salty air or corrosive materials, warping due to high humidity or excessive heat. This warranty also excludes normal wear and tear, including natural fading from sunlight.

Due to natural variations in materials, color differences in fabrics and woods may occur compared to samples. This applies to all product lines.

In the event of a defect covered by this warranty, Delta Shutters Inc. will, at its discretion, repair or replace the product. Labor costs for measuring and installation are not covered. Repairs will be made with identical or similar parts. It is the Dealer's responsibility to return the product from the end customer to Delta Shutters Inc. for any warranty work.

If there are multiple blinds or shades in the same room, only the defective ones will be repaired or replaced. Delta Shutters Inc. cannot guarantee an exact dye lot match for existing blinds. Different warranty periods and terms apply to hospitality applications.

This warranty is exclusive and in place of all other warranties, liabilities, or obligations, whether written or oral. Delta Shutters Inc. shall not

NOT COVERED BY A LIMITED LIFETIME WARRANTY

1. Normal wear and tear.
2. Damage due to abuse, accidents, misuse, or alterations.
3. Exposure to elements (e.g., sun, wind, water/moisture) leading to discoloration or fading over time.
4. Failure to follow instructions for measurement, installation, cleaning, or maintenance.
5. Shipping charges and labor costs related to removal and reinstallation.

COVERED BY A LIMITED LIFETIME WARRANTY

1. Defects in materials, workmanship, or failure to operate as long as the original retail purchaser owns the product (unless otherwise specified).
2. Internal mechanisms.
3. Components and brackets.
4. Repairs or replacements with identical or similar parts or products.

Summary of Warranty Guidelines

Warranty Coverage	Duration
All moving parts and all components	Limited Lifetime
Roller Fabrics, Roller Screens & Honeycomb Fabrics	5 Years
Horizontal and Vertical Shadings (Dual Shade, Sheer Shade)	3 Years
Cording Systems (Cordlock, Continuous Cord Loop)	3 Years
Chaindrive Mechanisms (Clutch)	5 Years
All Cordless Shade Mechanisms	5 Years
PVC slats & Vanes	3 Years
All Motorization Components (Motors, Remote Controls, Switches, Chargers)*	5 Years
Hospitality Orders	1 Year
<p>*All motorized parts must be purchased from Delta Shutters Inc. to be covered by our warranty policy. *External or Non-Rechargeable Battery will not be covered by Delta Shutters Inc.</p>	

TO OBTAIN WARRANTY SERVICE

1. Contact your original dealer (where you purchased the product) for warranty assistance.
2. If you are not the original owner and are not covered by this warranty, contact your local dealer for assistance. Please note that repair and replacement costs will apply.
3. For technical support or further warranty information, contact Delta Shutters Inc. at 1(905) 565-7299.

NOTE: You may have additional or different rights under provincial or territorial law. Except where provincial or territorial law applies:

- Delta Shutters Inc. will not refund any amount paid by the purchaser to the dealer; and
- Delta Shutters Inc. will not be liable for any economic loss, expense, fee, property damage, personal injury, or other damages of any kind (including punitive damages) arising from or related to the design, manufacture, fabrication, distribution, purchase, installation, use, repair, or replacement of the product. This limitation of liability applies regardless of whether Delta Shutters Inc. or its dealer has breached a warranty or condition of sale, been negligent in any way, or committed any other wrongdoing, except in cases of gross negligence or recklessness.



25 YEAR WARRANTY

DELTA SHUTTERS INC.

Shutters are warranted by
DELTA SHUTTERS INC.

The Manufacturer
To: The Original Owner

Purchaser's Name

Purchaser's Address

Purchased at:

Name of Retailer/ Dealer

Date Purchased:

Installed by:

Name of Installation Company

Date Installed:

Delta Shutters Inc. are intended for interior use only. See reverse for terms and conditions contained in this 25 Year Warranty.

25 YEAR WARRANTY REGISTRATION CERTIFICATE

Purchaser's Name

Purchasers Address

Purchased at:

Name of Retailer/ Dealer

Date Purchased:

Installed by:

Name of Installation Company

Date Installed:

25 YEAR WARRANTY



Warranty on Shutter Frame and Shutter Panel

Shutters are warranted against defects in material that might result in blistering, peeling, flaking, and fading of the shutter frame or panel members for a period of twenty-five (25) years from the date of installation.

This Warranty on the PVC Frame and PVC panels shall remain in effect only if normal cleaning practices are followed periodically (see section "Maintenance and Cleaning").

Five Year Warranty on Hardware

Delta Shutters Inc. warrants that the hardware will remain in good operational condition for a period of five (5) years from the date of installation.

General Conditions

This Warranty must be validated by having the Registration Certificate completed by the installer and the original purchaser and received by Delta Shutters Inc. no later than the thirtieth (30th) day after the completed installation. This will ensure the property owner is entitled to this 25 Year Warranty.

The warranty stipulated in this document is the only warranty applicable to Delta Shutters Inc. and is granted in lieu of any warranties otherwise implied by law or equity, and no such warranties shall apply to Delta Shutters Inc.'s 25 Year Warranty.

1. Product Use

This Warranty applies only with respect to products used strictly for the purpose for which they were intended. Delta Shutters Inc. are intended for internal use only.

2. Warranty Limitations

Delta Shutters Inc.'s liability is limited solely and exclusively to repair or replacement at the option of Delta Shutters and under no circumstance will they be

liable for incidental or consequential charges such as, but not limited to, labor costs for any repair, inconvenience, damage, or injury to persons or to property, or any other expense.

3. Replacement Parts or Repair

Delta Shutters Inc. reserves the right to discontinue or change any Shutters as currently manufactured. If an exact replacement part is not available, Delta Shutters Inc. reserves the right to substitute parts of equal quality at its sole option.

Exclusions from Warranty Coverage

The following are excluded from coverage under this Warranty:

- a. Exposure to air pollutants and normal atmospheric conditions may cause all PVC surfaces to gradually suffer an accumulation of surface dirt or stains. These are normal occurrences and are not covered under the Delta Shutters Inc. Warranty.
- b. Any defects, malfunction, or failure to perform which has occurred because of unreasonable use, improper applications, or failure to perform reasonable or necessary maintenance.
- c. Any damage to the shutters or components of the shutters caused by settlement or structural defects of the building in which they were installed.
- d. Any damage caused by wind, hail, lightning or other acts of God, intentional acts, accident, negligence or exposure to harmful chemicals or pollutants.
- e. Damage caused by improper handling or installation.
- f. Any shutter which has been repaired or modified or attempted to have been repaired or modified by any person other than a duly authorized representative of Delta Shutters Inc.
- g. Shutters are light controlling but not blackout.
- h. Shutters made without divider rails, too wide, too high, or where the maximum square footage is not warranted.

Effective Date of Warranty

This Warranty will take effect from the date of installation of the shutters that has been completed at the premises identified in the warranty certificate. The registration certificate must be submitted to Delta Shutters Inc. no later than thirtieth (30th) day from the date of installation.

Maintenance and Cleaning

PVC materials are close to "maintenance-free" than any other building material. However, shutters may become dirty. Normal Maintenance requires washing with mild soap and water using a soft cloth. For difficult-to-remove dirt and stains, water-based household cleaners can be used. Chlorine-based cleaners or other cleaners containing organic solvents could affect the surface appearance and durability of the product.

Procedure and Conditions of Warranty Remedy

Repairs are done at the Delta Shutters Inc. plant. Shutters must be brought to Delta Shutters Inc.

Delta Shutters Inc. will not be responsible for any costs incurred in transporting shutters to and from the Delta Shutters Inc. plant for repairs.

In the event that the Delta Shutters Inc. obligation under this Warranty is sought, the owner must notify the Dealer/Distributor in writing within thirty (30) days after the defect has first appeared. Such notification must contain:

- a. Name and address of the Owner
- b. Date of installation
- c. A brief description of the defect.

Upon receipt of this information, the Dealer/Distributor will notify the Owner of his share of prorated costs (where such is applicable), in accordance with the proration schedule.

The Dealer/Distributor will provide repair or replacement parts to the owner only upon receipt of payment of the Owner's share of the prorated costs.

PLEASE ENCLOSE IN AN ENVELOPE AND MAIL TO:
DELTA SHUTTERS INC.
111 Topflight Dr, Mississauga, ON L5S1Y1