



SHADE and BLIND REPAIR

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All manufacturers carry a “Lifetime Limited Warranty” on their products that assures your shades and blinds will be free from defects in materials and workmanship. The manufacturer warranty does not apply to conditions caused by normal wear and tear upon the product (i.e. cords). These warranties also do not include any conditions or damages resulting from accidents, alterations, misuse, abuse or failure to follow instructions with respect to measurement, installation, cleaning or maintenance. Listed below are restring and standard repair prices. If your shade requires additional repair work, parts or costs, you will be contacted for your approval. This is a “drop off” fee and does not include service calls to pick up shade and/or reinstall.

Hunter Douglas Shades and Blinds

As a Hunter Gallery Dealer, we will repair shades under warranty for only a nominal diagnostic fee. The warrantee on Hunter Douglas shades is seven years – and five years for motorized shades. To be covered under the warrantee, proof of purchase is required. Without proof of purchase or after warrantee expires, standard restring/repair charges will apply.

Diagnostic Fee and Additional Charges

Every effort will be made to repair your shade. However, if it cannot be repaired, please note that our diagnostic fee is non-refundable. The standard charges below apply to most repairs. If additional parts and labor require an additional charge, you will be contacted for your approval. Repairs are guaranteed for one year.

Drop Off Fees - Restring and Standard Repair Charges - *Add service call fees if applicable.*

Manufacturer	Standard or Continuous Cord Shade up to 60”	Standard or Continuous Cord Shade over 60”	Horizontal Blinds, Top-Down/Bottom-Up LiteRise, UltraGlide, DuoLite, 2on1, 3on1	Motorized Shades
Hunter Douglas (Under Warranty) Handling Fee	\$30	\$40	\$50	\$50
Hunter Douglas*	\$60	\$90	\$100	\$100
All Other Brands*	\$75	\$90	\$100	\$100

* Includes \$30 Non-refundable Diagnostic Fee

Service Calls – ADD \$150 - for service call to repair on-site or pick up, take-down, return and reinstall.

Service calls include take down and reinstall on up to four shades. Over four shades, standard installation fees apply.

Outside our Shop-at-Home Service Area (see windowfashions.com for details) **ADD \$100** Travel Charge each way.

All Repairs are guaranteed for one year. If repaired shade fails within one year, we will either fix again or refund repair charge, less diagnostic fee. Refund does not apply to service calls.

-----Office Use / Web -----

Service call – SKU 3122

Parts – SKU 3120

Restring/Repair – SKU 3998

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