

Thank you for your custom order.

We appreciate your patronage!

Satisfying thousands of customers since 1934.

Metropolitan Window Fashions (MWF) Custom Decorating Sales Agreement

PAYMENT: Due to the individual nature of custom orders, we cannot begin work without a 75% down payment. The balance will be charged to the credit card provided when the product is deliverable. Balance is due in advance of installation or delivery, or on date of pickup. In case of partial installation, portion of job complete must be paid in full with 75% down payment in place for balance of work. Client obligation to pay in full is not subject to delivery. Once job is complete, customer must accept merchandise and pay balance. Failure to accept delivery does not cancel order. There are no refunds. Completed orders not picked up after 90 days will be forfeited, along with payment. Storage fee of 5% of order, per month, can be applied. Client is responsible for reasonable collection fees if needed.

CANCELLATION: Your merchandise is being custom made and is not subject to cancellation, exchange or refund. By signing your order form, you accept full responsibility for the measurements and materials shown on the order. You understand that actual dye lots may differ from samples shown. All of our custom products are made by hand. Errors and omissions can occur. We reserve the right to correct all mistakes. Discounts are not issued due to delays from product availability, adjustments to products or correction of errors.

DELIVERY: Your custom order will be delivered as expeditiously as possible after the order is received in our office, based on product availability. Draperies, soft shades, shutters, top treatments, cornices, bedding, pillows, cushions, tablecloths, slipcovers and reupholstery will take approximately 10 to 12 weeks after receipt of fabrics. Roller shades and blinds will take approximately 4 to 6 weeks upon receipt of measurements. We will make every effort to complete your order in the given time frame. Delays and backorders do occur. Your patience is greatly appreciated. Rush requests will be noted but cannot be guaranteed.

INSTALLATION: When your custom products are ready for installation, they will be given to our installers who will contact you to schedule an appointment. Typical lead times for installation appointments are 7-14 days based on season. Homeowner is responsible to move all objects – large and small – away from the window where we will be working.

CUSTOM PRODUCT SPECIFICATIONS, INHERENT CHARACTERISTICS, ADJUSTMENTS AND INDUSTRY TOLERANCES:

- Blinds and shades that are mounted within the window opening will have light gaps on the sides. This is necessary for the product to operate properly. The size of the gap will vary with the product. We recommend drapery panels to camouflage this normal characteristic of any window treatment.
- Silk fabrics are subject to variations in dye lots, slubs and shading within the same piece, in addition to being puckered and wrinkled. These are considered part of the natural beauty of silk fabric.
- Any product manufactured with correct materials and sizes, to industry standards and manufacturers specifications, is deemed acceptable. Industry tolerances and allowances for stacks, gaps, mounting limitations and abutted products are standard. Industry tolerance for shades and blinds is 1/8" variation from ordered size. Draperies and upholstery is 1/2".
- We reserve the right to substitute a suitable facsimile if desired product is not available due to manufacturers' limitations or technical restrictions.
- Please keep in mind that all custom products are made individually by hand. Draperies, upholstery and slipcovers, like any work of textile art, be it made of richly crafted tapestry fabric or a delicate handspun sheer, are subject to slight variations. Minor wrinkles, puckers or other variations can appear and are inherent to any textile product and as such are normal acceptable quality. Due to the inherent characteristics of textiles and the prevailing atmospheric conditions, some slight variances in size may occur.
- Custom-made or "Bespoke" home fashions may require adjustments to fit properly

CARE: We recommend On-Site Drapery and Blind Cleaning Services. We do not recommend removing your custom window treatments from your window to be cleaned. For the name of a reputable On-Site Cleaning company, please contact our store or see our website at windowfashions.com. We also recommend UV Protection Window Film to reduce fading as a result from direct or indirect sunlight.

WARRANTIES:

- We fully honor all blind manufacturer warranties. We will, at no charge, service all products installed by Metropolitan Window Fashions for up to 12 months after original installation. Longer warranties may apply, but do not include service calls. Please refer to the Shade & Blind Repair Price List on our website.
- We warrantee against manufacturing defects for seven years on custom draperies, subject to normal wear and fading. Does not include service calls.
- Fabrics cannot be guaranteed against fraying, fading or any other condition caused by normal wear and tear.
- We assume no responsibility for customer's own materials.
- We guarantee the price of our products. If you find the same product and brand, offered with similar service, from a local retail store, we will match that price – even for 30 days after purchase. Details on our website.

This agreement is based on what is in writing. Nothing verbal is binding. All orders are subject to MWF office approval.